

# Fife Spaces for People Questionnaire Results

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# Introduction

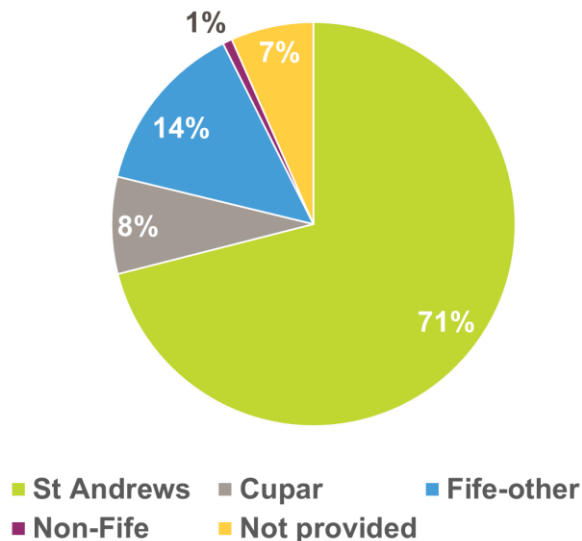
The questionnaire was available to Fife residents online or via a postal drop campaign between March and June 2021. An additional attempt to boost trader responses was made in September.

The postal survey was targeted towards Cupar and St Andrews residents where Spaces for People (SfP) measures have been implemented. A random sample of 2,500 addresses was sent a paper survey from across the two towns (900 to Cupar and 1,600 to St Andrews). The online survey was promoted via the project stakeholder groups, including community councils and the Business Improvement District.

A total of 528 responses were received (209 by post).

\*Based on postcodes provided. Responses with no postcodes are not included

# Summary



Most respondents were from St Andrews (71%), with 8% coming from Cupar and 14% from the wider Fife area. This report focuses on St Andrews and Cupar residents and businesses owners and employees from across Fife.

In general, St Andrews residents were the most aware of the SfP measures and the most positive impacts, with 53% wanting to see them be made permanent. The Cupar residents are least aware of the measures and generally neutral about their effect. Business owners and employees were the most critical group about the interventions, with 72% wanting them to be removed.

# St Andrews Results

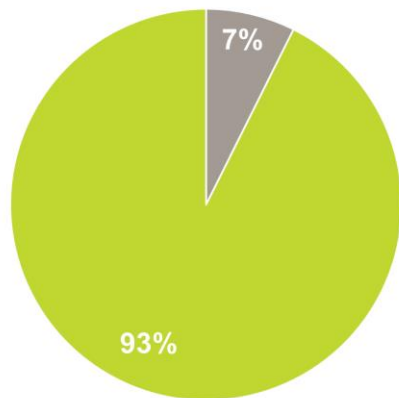
**This section represents views of the 353\* respondents who stated they were residents of St Andrews.**

\*Based on postcodes provided. Responses with no postcodes are not included in this section.

# Who responded to the survey?

Of the 353 St. Andrews residents that responded to the survey, 7% said they are also local business owners or employees.

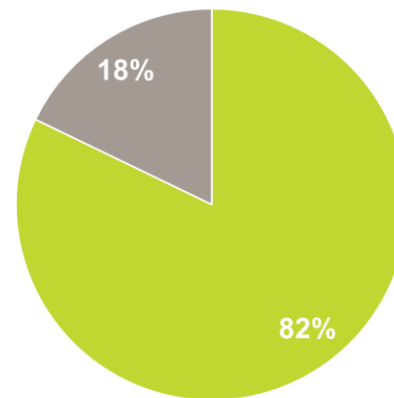
Are you a business owner or employee?



■ Resident and business owner / employee ■ Resident

Of those respondents aged 16-65, 18% were key workers. In comparison, 37% of the working population of Fife are key workers

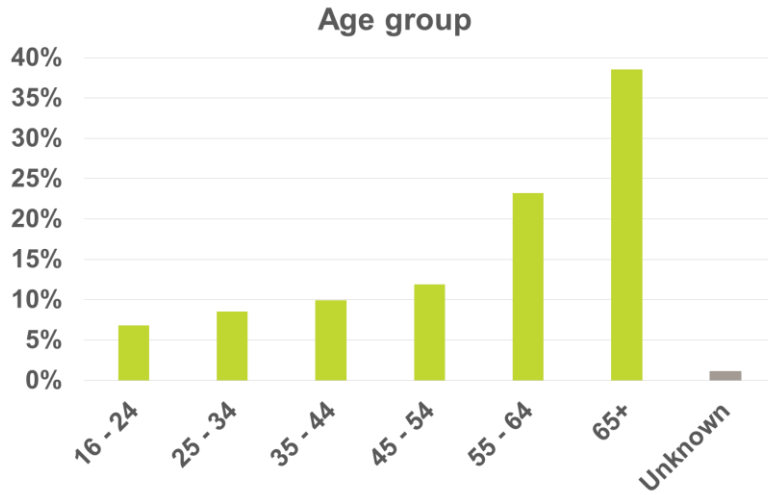
Are you a key worker?



■ No ■ Yes

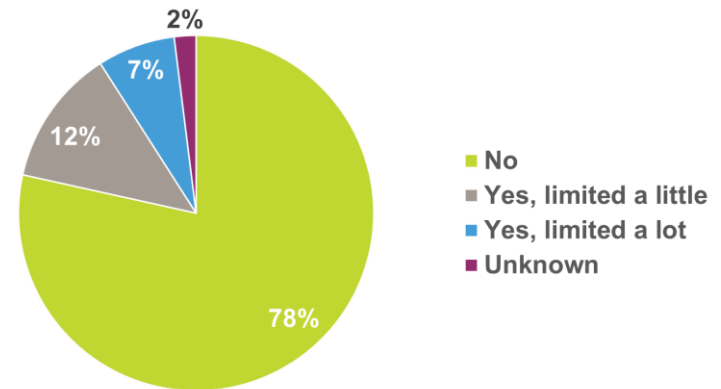
# Who responded to the survey?

Responses were received from all age groups, however, older adults are over-represented in the data, with the 55-64 and 65+ age groups accounting for 62% of responses.



Around a fifth of respondents from St Andrews reported that they had some form of health problem or disability that limited their day-to-day mobility.

Is your mobility limited because of a health problem or disability?

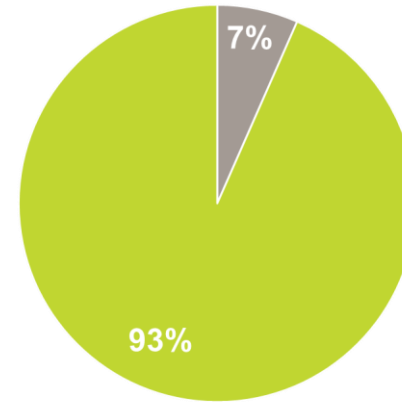


# Awareness of SfP measures

There was a high awareness of the measures, with 93% of St Andrews' respondents reporting that they knew about the SfP measures in their area.

The survey included information on finding out about the SfP interventions delivered by Fife Council.

Have you seen or used the temporary infrastructure in your local area?



■ No ■ Yes

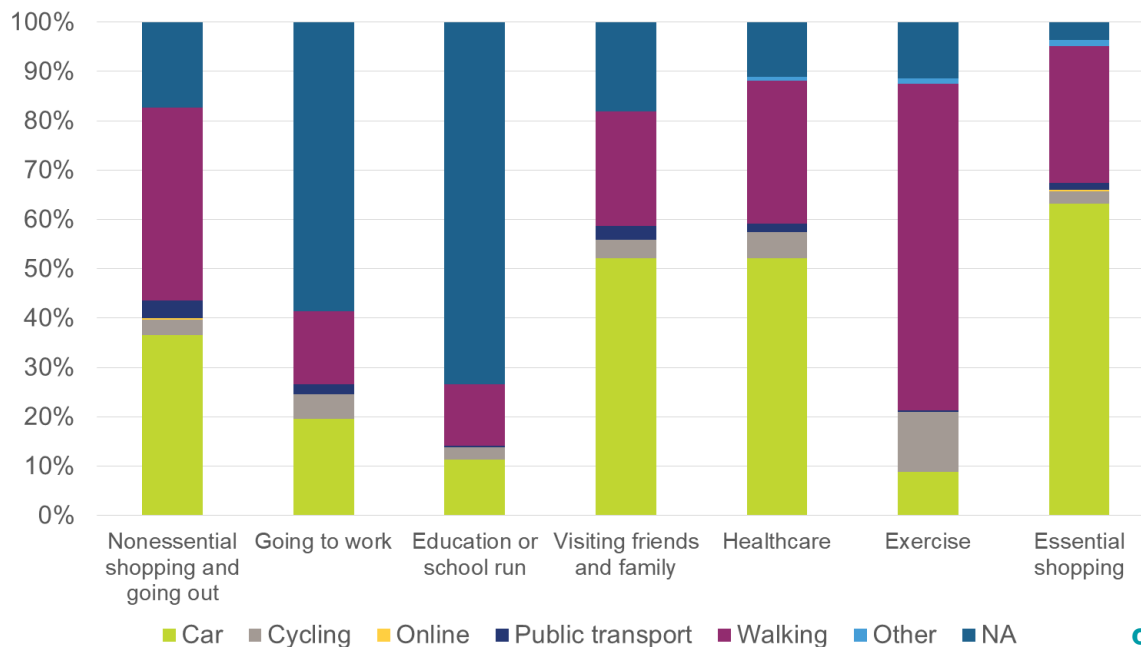


# Change in travel behaviour

During the pandemic, using a car was the most common transport mode used for most journey types by St. Andrews residents.

The exceptions were trips made for exercise, education, nonessential shopping and going out where walking was more common.

Over the past year (during the covid-19 period), how have you made these journeys?

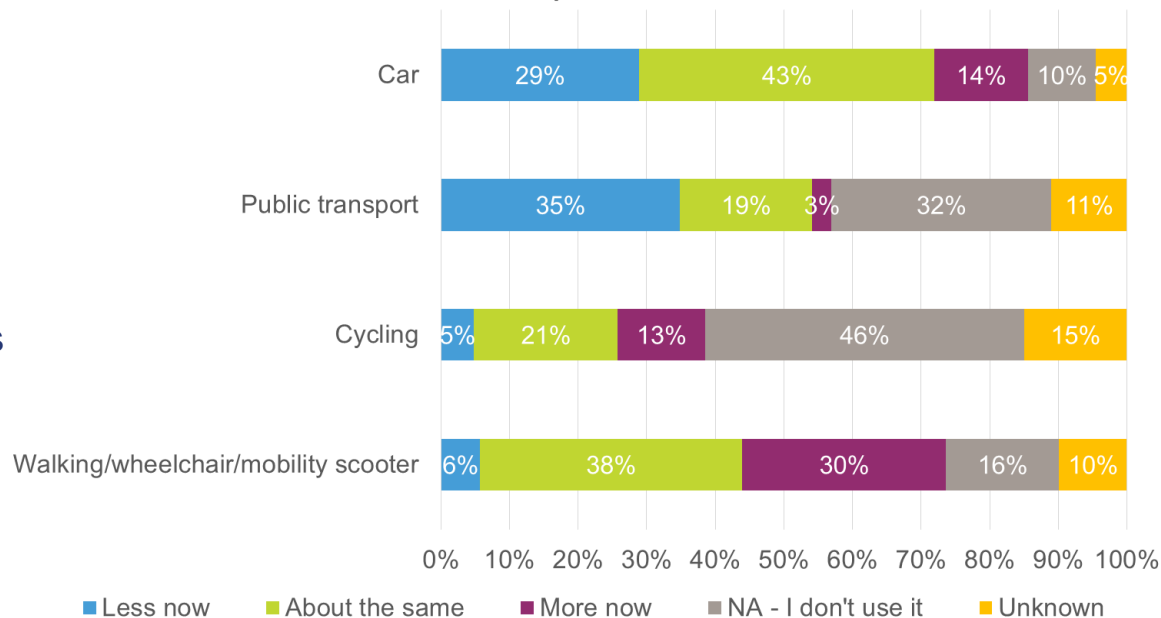


# Change in travel behaviour

Walking and wheeling saw the most substantial reported increase during the pandemic, with almost half of respondents reporting using this mode more frequently. Car use and cycling also saw moderate gains.

Around a third of respondents reported using public transport less, and 29% reduced their car use.

How do you travel now compared to before the covid-19 period?



# Impact of SfP on travel behaviour

Among the 232 respondents reporting a change in travel behaviour, the most common reason given “I prefer to travel in my new way”.

39% of travel pattern changes were attributed to being uncomfortable going the places or travelling by modes used before covid-19.



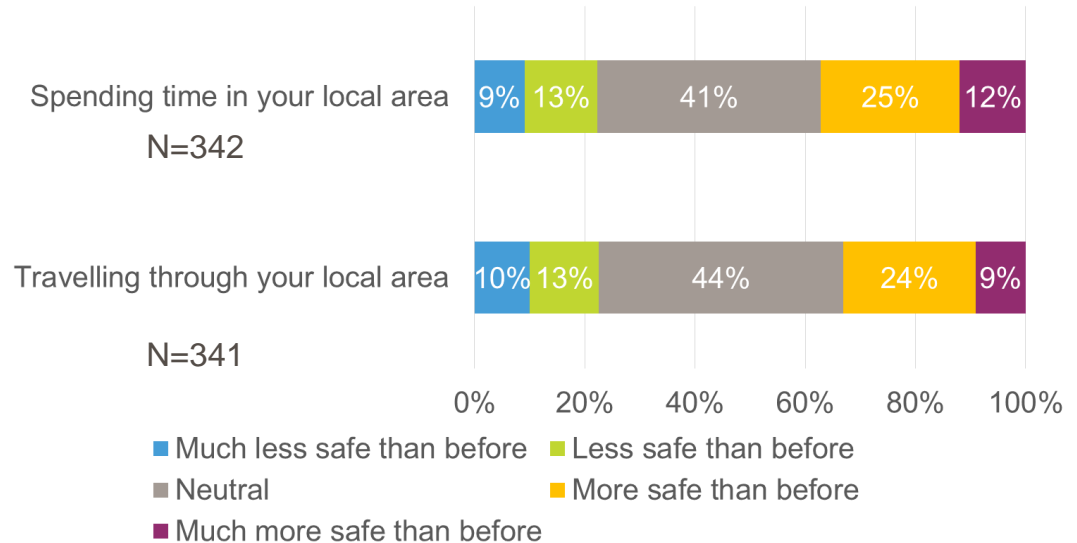
# Physical distancing on essential journeys

Most respondents were neutral regarding the impact the SfP measures have had on their feelings of safety.

In total, 37% of residents reported that the SfP measures made them feel more safe or much more safe spending time in the local area, and 33% felt safer to some degree travelling through St Andrews.

However, over a fifth of residents of St Andrews felt that the measures made them less safe in and travelling through the local area.

Compared to before the temporary infrastructure measures were put in your local area, how safe do you feel now while...

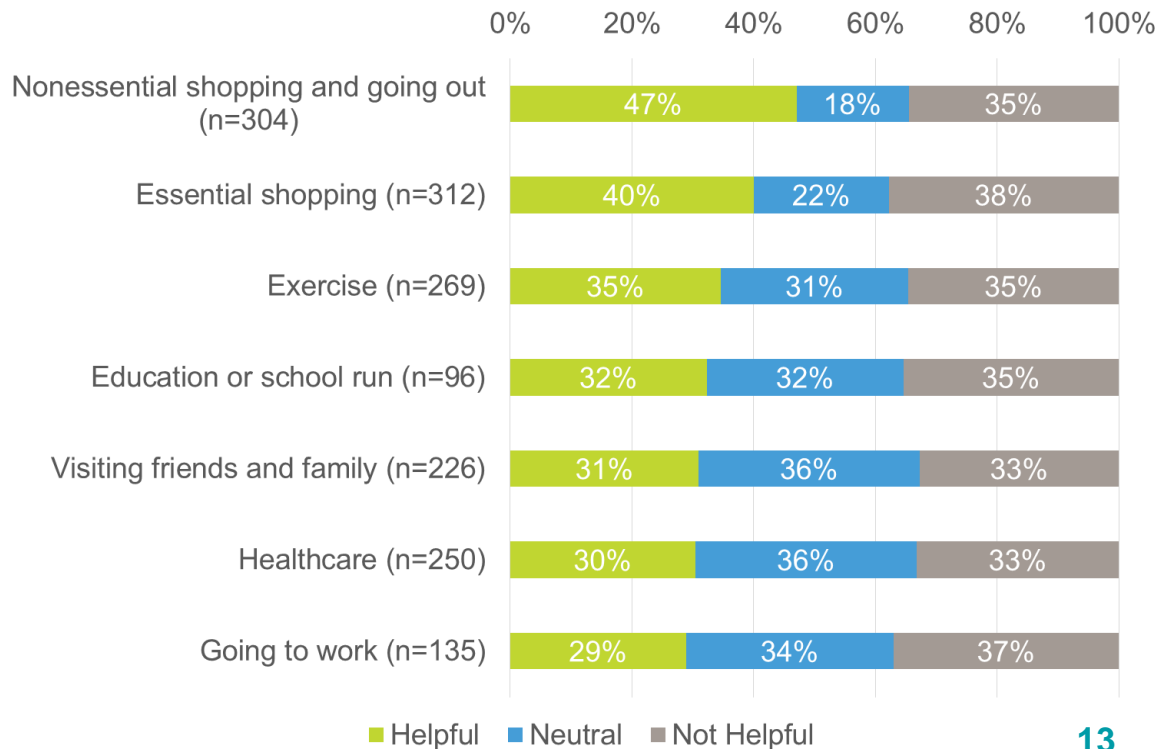


# Physical distancing by journey purposes

The SfP measures were rated as most helpful for nonessential and essential shopping trips.

For all other journey purposes, the measures were rated as either being as helpful as unhelpful or more unhelpful than helpful.

**Note: The results should be interpreted in the context of the lockdown restrictions**



# Have the measures helped people maintain social distancing?



The following themes emerged from the responses on how the SfP measures have helped them to maintain social distancing during the pandemic:

- **Reduced motor traffic**  
*“More space to walk and sit. Fewer cars and less traffic.”*
- **Created outdoor hospitality space**  
*“Feel much safer to visit local pubs as they have outside space.”*
- **Created more space when using the pavements**  
*“Keeping socially distant while out in town, especially when on usually narrow pavements.”*  
*“Allowed you to walk on a road area normally unusable for a walker”*
- **Served as a reminder to follow social distancing guidelines**  
*“Certainly reminds people to be more aware of social distancing.”*

# Have the measures helped people maintain social distancing?



Although most responses were positive, many residents thought the SfP measures had **little impact** on enabling them to social distance.

*“I find people mostly still use the pavement.”*

*“Not necessary in St Andrews - Plenty of room on pavements for pedestrians”*

*“Not [helped] at all. Streets full of holiday makers and students.”*

*“People still walk towards you and expect you to move so it's not really helped”*

Others thought that the measures negatively impacted their ability to maintain social distancing by creating **barriers and obstructions**.

*“They do not help - they actually funnel people together.”*

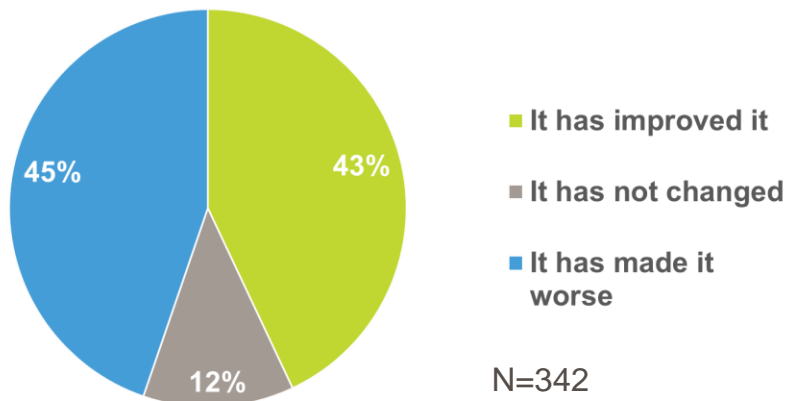
*“It is impossible to keep socially distanced with the amount of tables and chairs on the pavements in town. Especially South Street.”*

*“The planters that block half the road in Church Street are making it more difficult to distance as pavements are busy and as there is only one side of the road open for cars one has to step into the road and try to avoid cars and pedestrians on pavement.”*

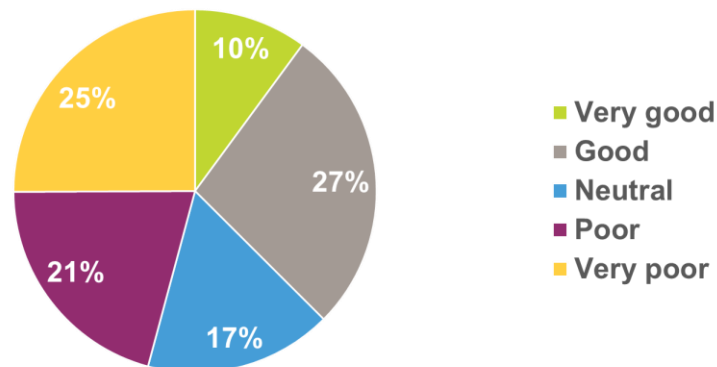
# Appearance of SfP measures

The proportion of people who feel the SfP measures have improved the appearance of St Andrews is similar to the proportion who feel SfP has made it worse. 46% of the residents reported they didn't find the appearance of the measures satisfactory.

How have the temporary street measures changed your local area?



Do you find the appearance of the temporary street measures in your local area satisfactory?

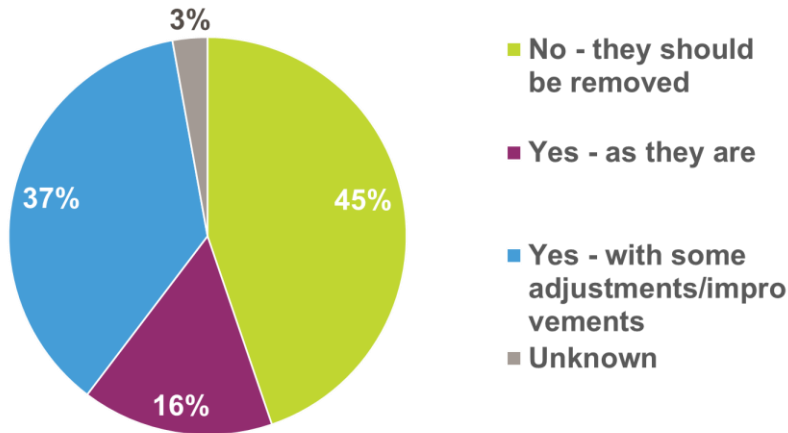




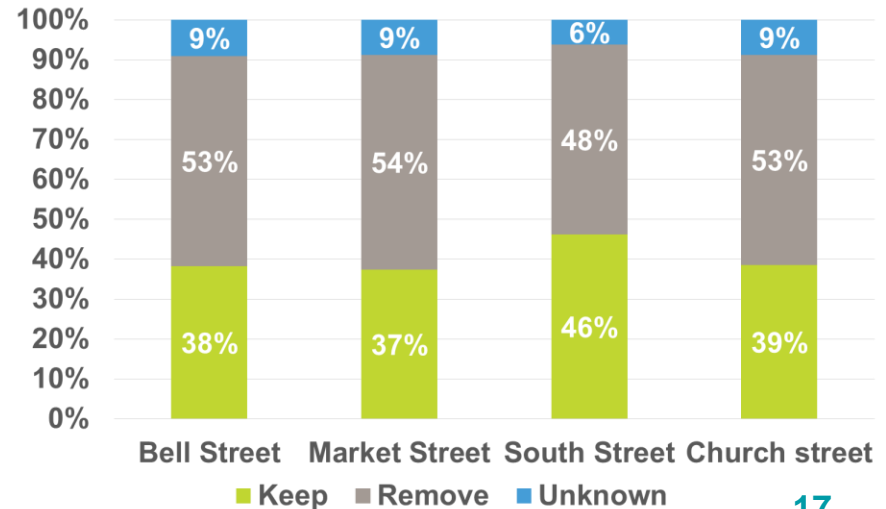
# Making SfP measures permanent

Over half of respondents would like the SfP measures in St Andrews to be made permanent; 16% would like them to stay as they are, and 37% would like some changes to be made. Through analysis of the free text comments, South Street was the most popular intervention.

Should the measures be made permanent in your area?



Which SfP measures should be kept?



# Comments and support for measures

Some comments focused on which **measures to keep and which to remove**.

*“[Keep] Bell Street and South Street. Not the one in Church Street as it blocks up the road when the buses stop.”*

*“[Keep] South Street, not Bell Street due to significant parking issues as a result of measures in place.”*

Others listed **improvements** and potential **expansions** the existing the measures.

*“Redone so as to look more permanent and designed to fit in with local context”*

*“Slower traffic. Wider pavements for people to walk. Pedestrianisation of more roads.”*

*“Perhaps some more attractive partitioning”*

# Free text responses

## We asked:

“Do you have any further comments about how the temporary street measures in your local area affect you?”, “How has SfP helped you maintain social distancing?”, and “Do you have any further comments?”

## What people said:

The comments people made could be categorized under these three high level themes



1. Economic impacts



2. Social distancing impacts



3. Intervention design feedback and suggestions

# 1. Economic impact theme

Within this theme, people commented on the benefits to businesses', particularly hospitality, that SfP has had and the negative impacts of SfP on businesses.

*"It feels safer in town and so I and my friends visit town more often."*

*"The increased room for outside eating / drinking has dramatically improved the atmosphere in town."*

*"It is creating a more vibrant centre of St Andrews."*



*"All they do is stop me spending time in my local area, using local shops, services, etc. because there are fewer spaces to park."*

*"Very bad for the businesses in the town due to lack of parking. Very few people use the "protected areas" and other side becomes congested!"*

## 2. Social distancing impact theme

People remarked that the measures supported social distance when travelling around St Andrews within this theme. However, some people noted that the measures could not improve social distancing where other people behaviour is preventative or when the town is crowded.

*“There’s more space for people to walk without being right next to someone like sardines!”*

*“They don’t in Bell Street and Church Street. The majority of the pedestrians still walk on the east pavements”*

*“Restricting roads but everyone still walks on the pavement. It just seems to limit accessibility.”*

*“Generally the measures are good... unfortunately it is the people who ignore distancing”*

*“Having more room for pedestrians feels more comfortable / safer. Losing some parked cars makes town look / feel clearer and more open”*

*“Less space for cars = less people being forced into my personal space”*

*“The extra space made it easier to give space to elderly people on the sidewalks. However the streets are still very busy with people.”*



# 3. Intervention design feedback and suggestions

A variety of additional comments and feedback on the SfP measures and active travel infrastructure more generally were also provided by respondents.

*“I think Fife could have been more ambitious in its Spaces for People initiative. Looking at the Sustrans map, other Councils have been more radical.”*



*“The city needs less parking, not more pavement.”*

*“Blocking off large areas of pavement to allow cafes to expand makes it hard for wheelchair users and visually impaired people to negotiate the pavements”*

*“The ugly plastic barriers and costly pavement extensions in St Andrews have done nothing for social distancing or the experience of residents or visitors. They are dangerous to walkers and cyclists, have harmed local businesses and limited car parking in a congested town. A better way to help walkers and cyclists would be 1) establishing dedicated cycling lanes ... 2) filling in the large number of potholes ... 3) restoring the car parking spaces which have been lost... I am a daily cyclist who now finds it dangerous and less enjoyable to cycle in town.”*

*“Vehicles and loss of pavement space to cafes and bars is making St Andrews a less safe walking experience. Pedestrianise the town with park and ride is the answer?”*

# Business Owners and Employees Results

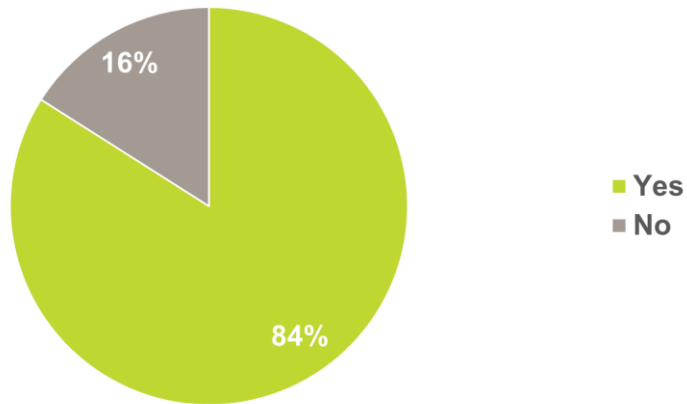
**This section represents views of the 75 respondents who stated they were either a business owner or employee in Fife.**

The data has not been separated into the two main SfP towns due to the low responses numbers from this group.

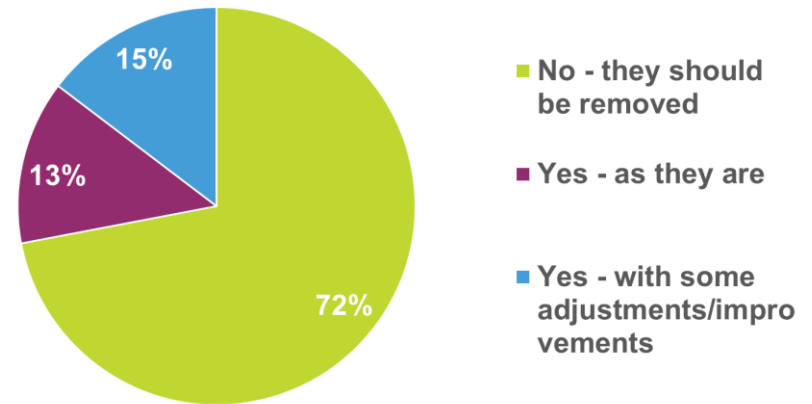
# Making SfP measures permanent

16% of this group reported being unaware of SfP before completing this survey. Compared with the results for the individual towns, business owners and employees were less likely to think the SfP measures should be made permanent. Over two-thirds of this group would like the measures removed.

Have you seen or used the temporary infrastructure in your local area?



Should the measures be made permanent in your area?

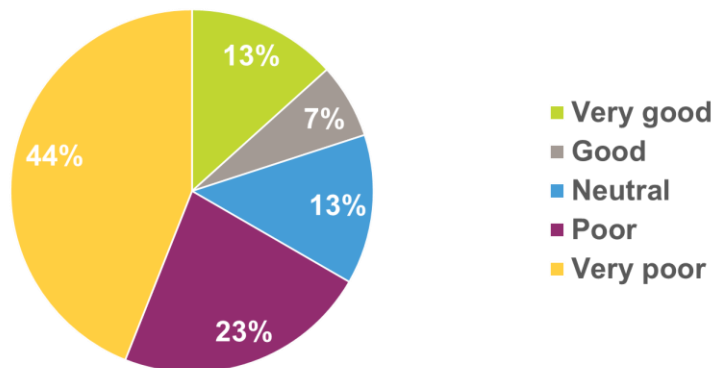




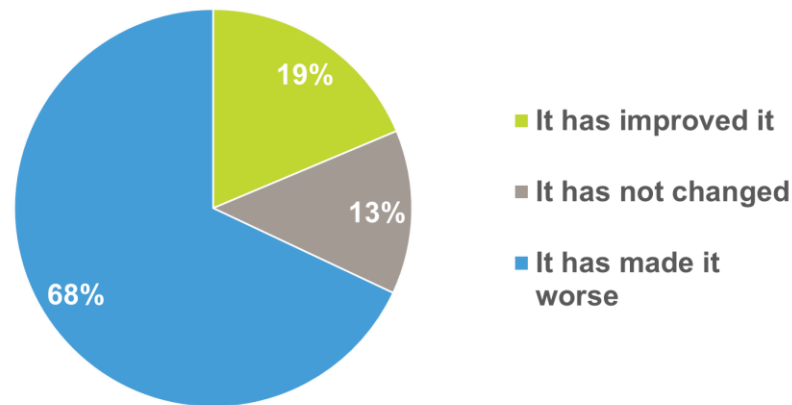
# Appearance of SfP measures

The majority of business owners and employees thought the appearance of the SfP measures was poor or very poor (67%). Only a fifth thought they were good or very good. Similarly, over two thirds (68%) thought the SfP measures have made the appearance of St Andrews worse.

Do you find the appearance of the temporary street measures in your local area satisfactory?



How have the temporary street measures changed your local area?



# Qualitative comments from businesses

The business owners and employee comments generated similar themes to the residents regarding the impact on social distancing. Some people commented that the wider pavements are helpful but others said that the barriers are a hindrance. Different themes that emerged that were more specific to this sample were:

- Parking removal and challenges with deliveries
- Creating a more vibrant town
- Requests to keep and improve the measures
- Pushing business out of town

The following two slides provide a sample of positive and negative comments around these themes.

# Positive comments from businesses

*“Nothing but good - attractive sociable areas that help local businesses and encourage outdoor seating which helps us to enjoy the surroundings more often.”*

*“More please! Make them look nicer, more benches, more plants and get rid of cars and silly drivers in the central parts of town for non residents.”*

*“For the businesses using them they are essential. They have meant... that you don't have to integrate with customers of the business and can keep a safe distance from oncoming foot traffic.”*

*“They are so important and useful.”*

*“I think using the extra space has helped the community connect and helped hospitality businesses thrive. It should definitely remain as a permanent feature.”*

# Negative comments from businesses

*“I drive more looking for a parking space.”*

*“They are horrendous and do nothing to help our hard pressed shops and are in fact doing the opposite, forcing old shoppers to get in to cars and go to the out of town shops and out of town farm shop.”*

*“As a business owner we see customers going elsewhere because of the measures imposed on us undemocratically.”*

*“The temporary measures have had a detrimental impact on my business.”*

*“They have caused chaos to traffic, even with the very little traffic we've had during the pandemic. I shudder to think how bad it would be when the city is back to 'normal' and students, tourists and golfers are on the move again.”*

*“It is a waste of effort as no one properly use those spaces. Only creating more issues for deliveries for businesses, traffic jams in town.”*

# Cupar Results

**This section represents views of the 39\* respondents who stated they were residents of Cupar.**

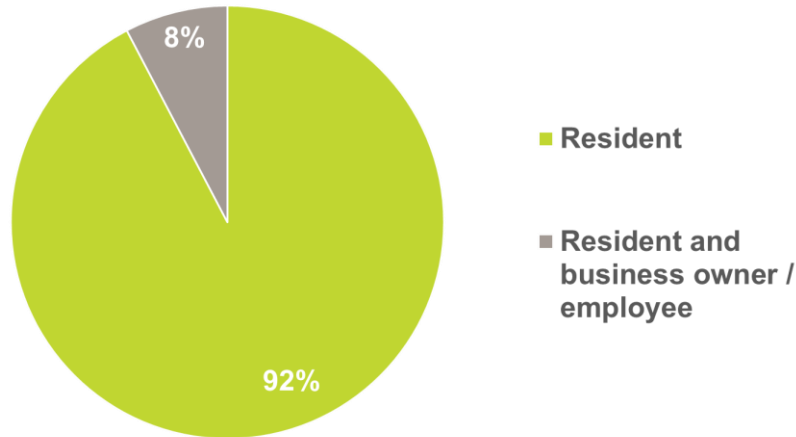
\*Based on postcodes provided. Responses with no postcodes are not included in this section.

Due to the small number of responses, the analysis for Cupar is more limited than St Andrews.

# Who responded to the survey?

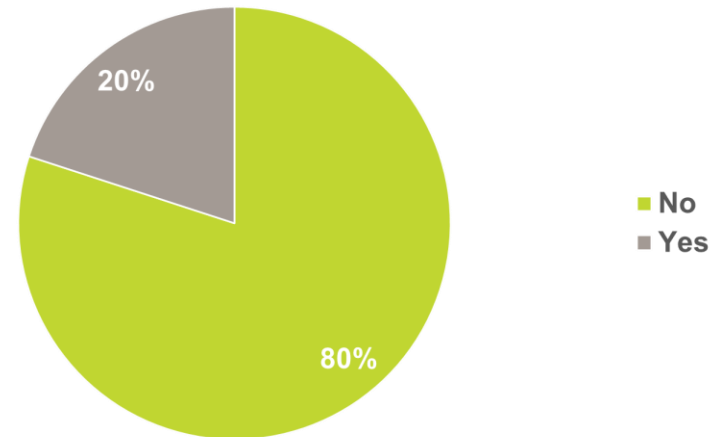
Respondents to the survey were predominantly residents (92%). 8% were also business owners or employees.

Are you a business owner or employee?



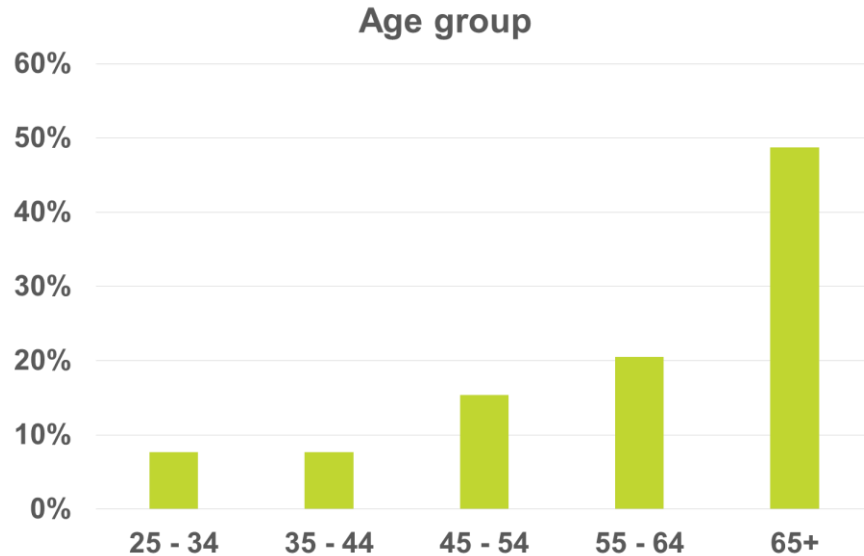
20% of the respondents (aged 16-65) said they were key workers. In context, 37% of the working population of Fife are key workers.

Are you a key worker?



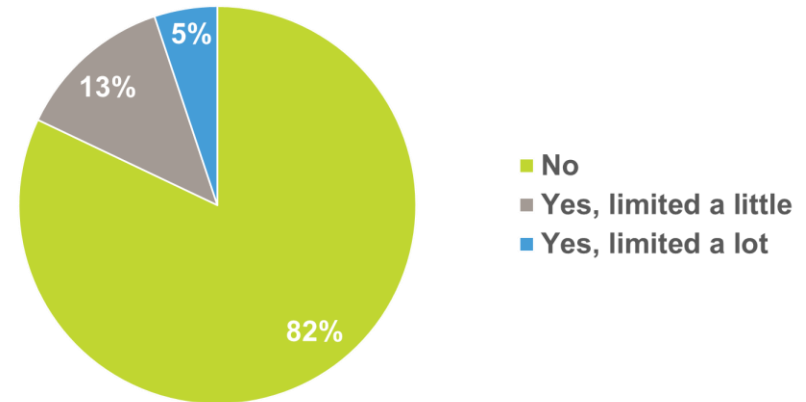
# Who responded to the survey?

Responses were received from respondents aged 25 to 60+ years. Older adults are over-represented in the data, with the 55-64 and 65+ age groups accounting for 68% of responses.



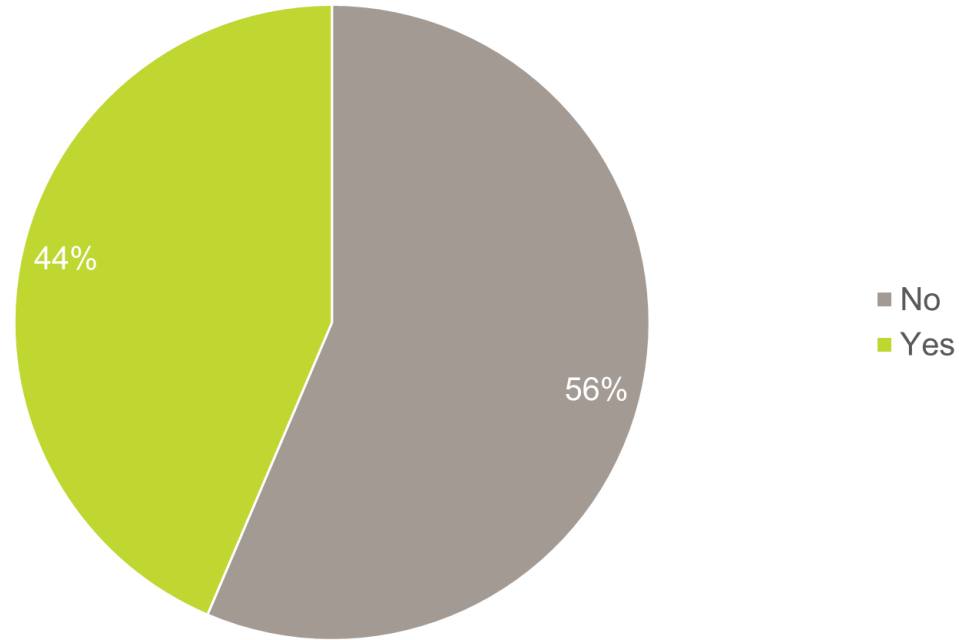
18% of respondents reported that they had some form of health problem or disability that limited their day-to-day mobility.

## Is your mobility limited because of a health problem or disability?



# Awareness of SfP measures

Whilst 44% of Cupar residents stated they were aware of SfP measures, 56% were not.

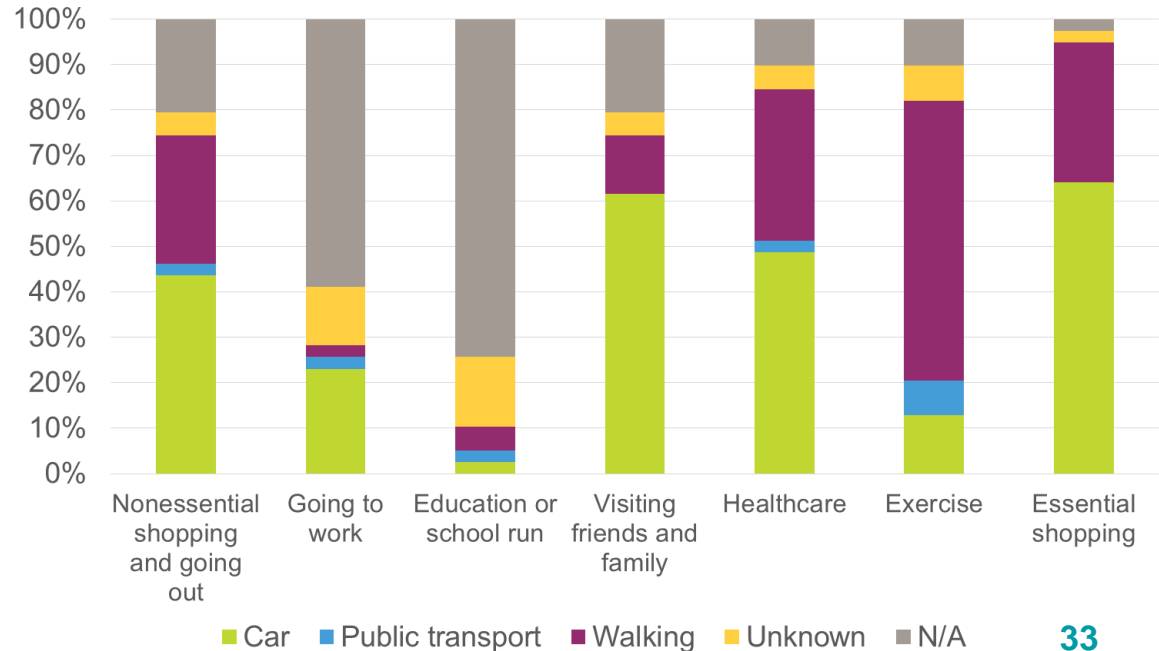




# Change in travel behaviour

During the pandemic, using a car was the most common transport mode used by the Cupar respondents. The exceptions were trips made for exercise and education where walking was more common.

Over the past year (during the covid-19 period), how have you made these journeys?

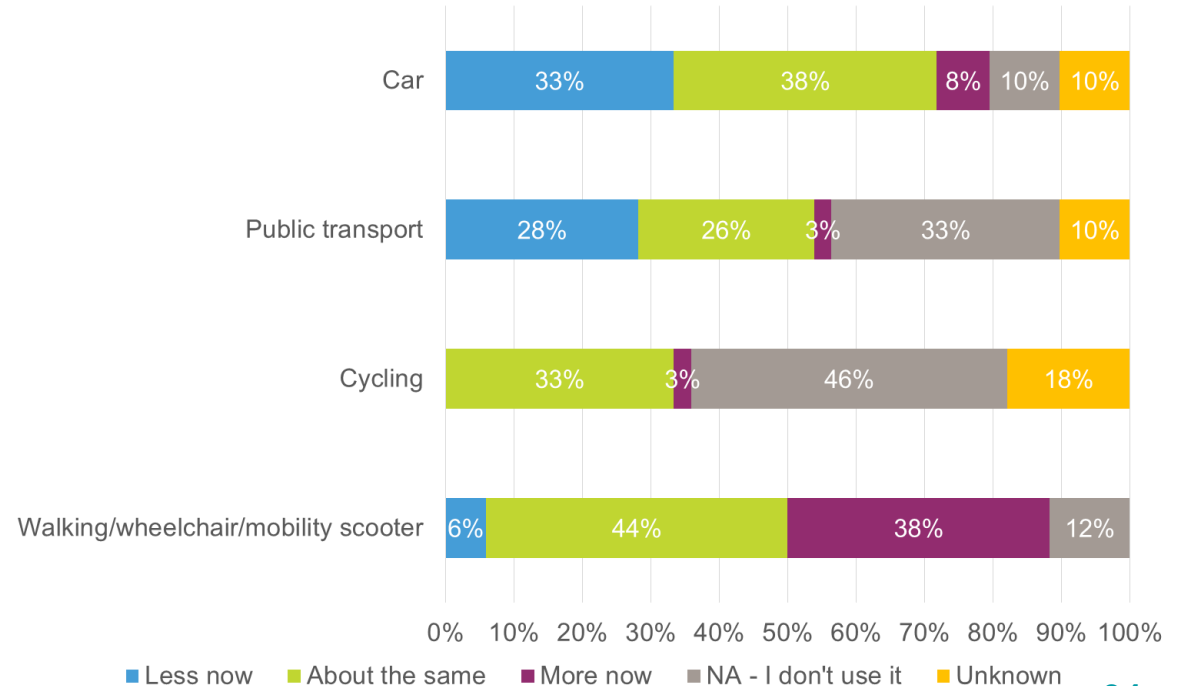


# How people travel now compared to before Covid?

Car and public transport use saw the most considerable decrease in this sample of Cupar residents with 33% saying that they use the car less and 28% saying they use public transport less.

Cycling saw very little change, whereas walking and wheeling saw a substantial increase, with 38% of respondents saying they use this mode more than before covid-19.

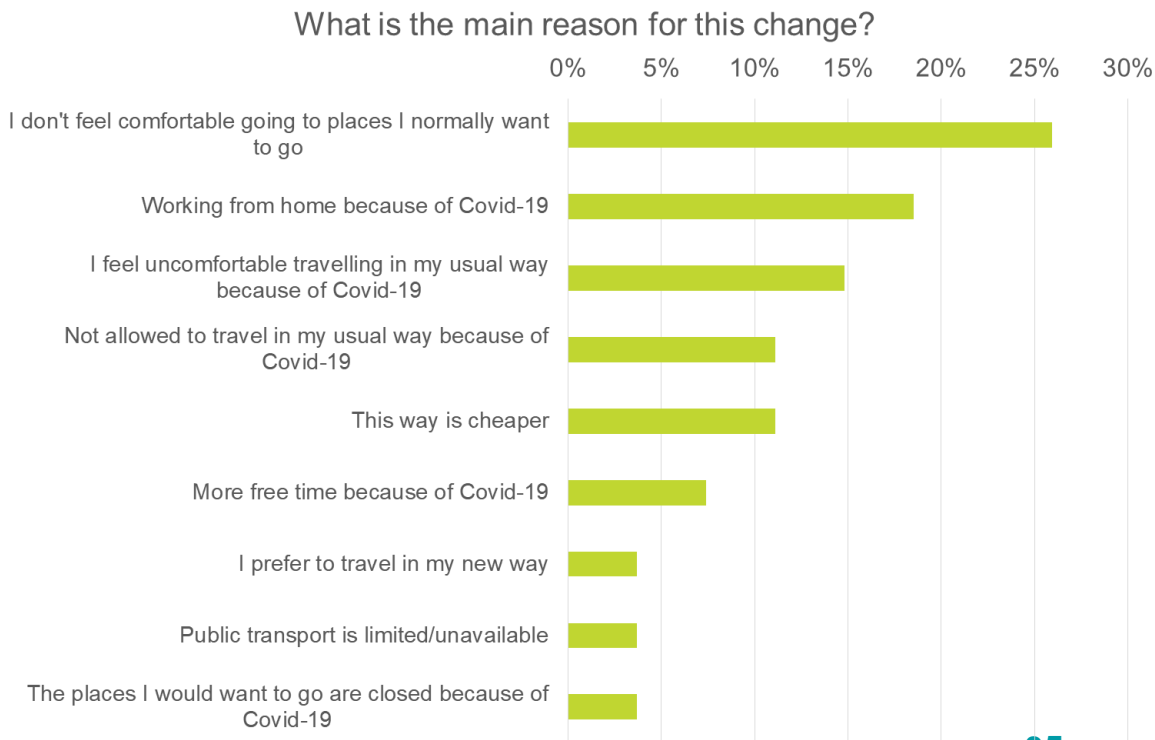
How do you travel now compared to before the covid-19 period?



# Reasons for changes in behaviour

Of those residents who reported changes in their behaviours (N = 27), just over a quarter were reportedly due to people feeling uncomfortable going to places they would want to go (26%).

A further 19% stated their travel changes were due to working from home at the time of the survey as a result of covid-19.



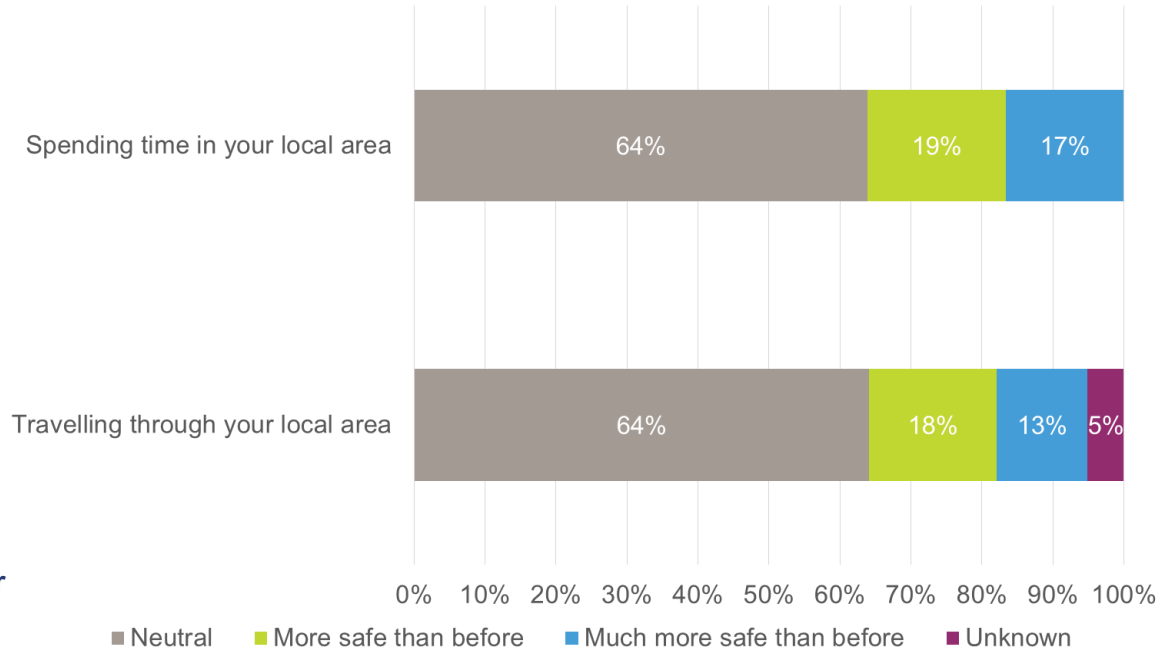
# Impact of SfP measures on residents safety

The majority of people (64%) were neutral about the impact of the SfP measures on their feelings of safety.

Over a third, (36%) of the Cupar respondents said that the local SfP measures made them feel more or much more safe when spending time in the area.

Nearly a third said that the local SfP measures made them feel more safe (18%) or much more safe (13%) when spending time or travelling through their local area.

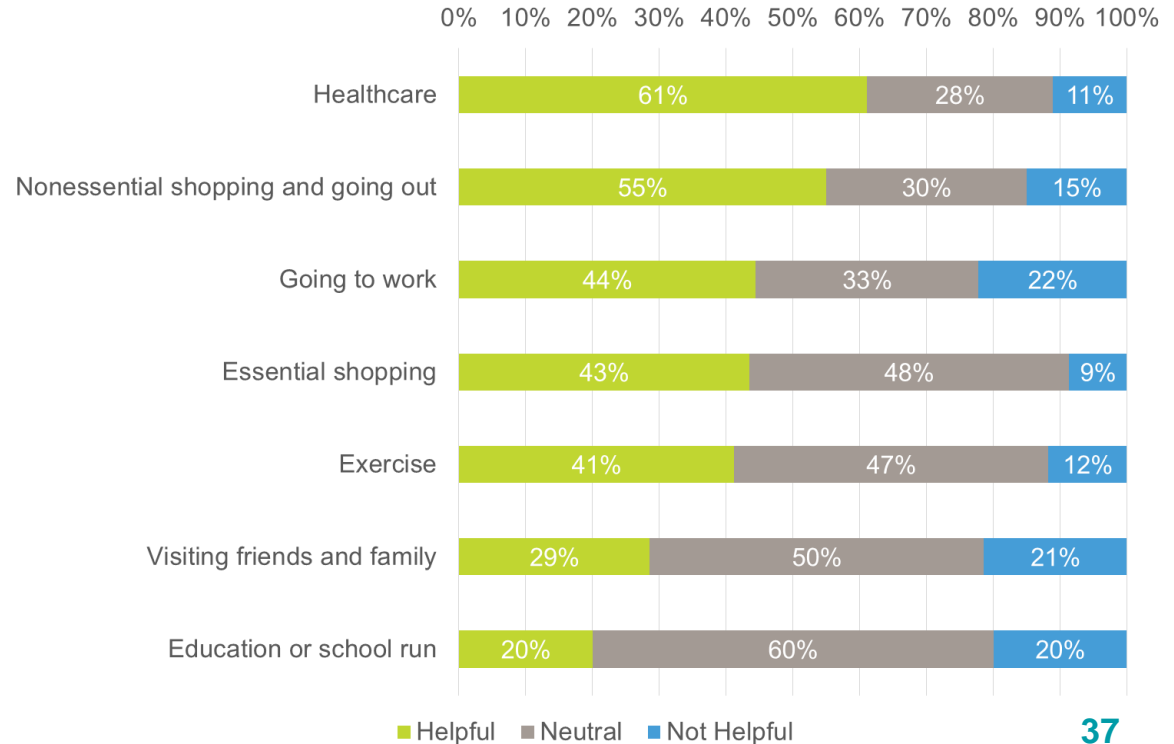
Compared to before the temporary infrastructure measures were put in your local area, how safe do you feel now while...



# Physical distancing by journey purposes

The SfP measures were rated as most helpful for healthcare trips such as visiting the GP and pharmacy and making non-essential trips for shopping or going out.

The SfP measures were rated by respondents as least helpful for educational journeys and visiting family and friends.



# Have the measures helped people maintain social distancing?



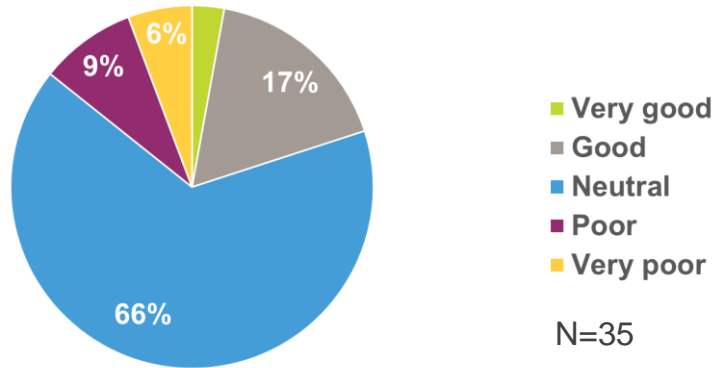
The following themes emerged from the responses on how the SfP measures have helped them to maintain social distancing during the pandemic:

- **Created outdoor space**  
*“More space to walk and sit. Fewer cars and less traffic.”*
- **Created more space when using the pavements**  
*“As it has got busier and not all people wear masks, it means I can give them a wide berth”*
- **Served as a reminder to follow social distancing guidelines**  
*“In Cupar I have only seen posters on street signs indicating keeping 2m distance so it’s about reminders really”*
- **No impact and lack of awareness**  
*“Not aware of any measures in Cupar”*

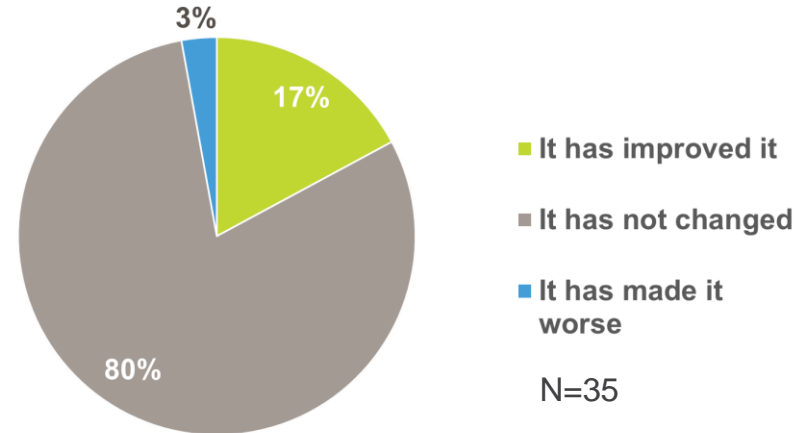
# Appearance of SfP measures

Broadly, the Cupar residents were neutral about the SfP measures' appearance. A fifth (20%) of residents thought SfP measures' appearance was good or very good, although 16% thought they were poor or very poor. Similarly, 20% of residents thought the introduction of SfP measures had improved the appearance of the local area, although 3% stated they think it is now worse.

Do you find the appearance of the temporary street measures in your local area satisfactory?



How have the temporary street measures changed your local area?

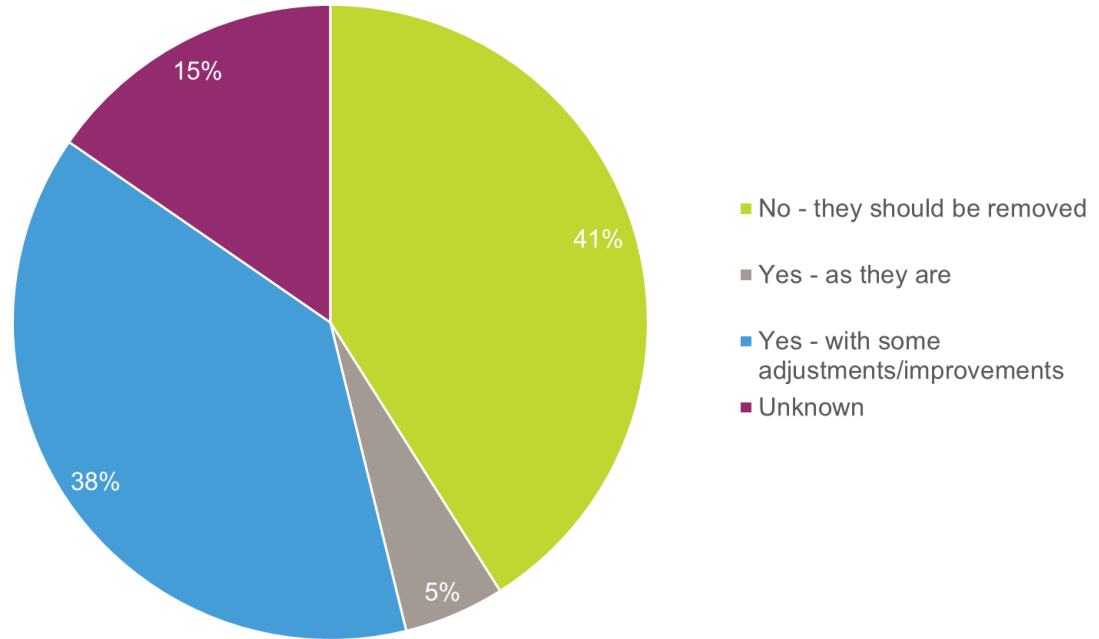


# Should SfP measures be made permanent?

The majority of Cupar respondents said that they would like to see the measures made permanent (44%). However, a similar proportion (41%) said that they would like to see the measures removed.

Of the proportion of respondents that would like the SfP measures kept, the majority would like to see some adjustments or improvements made.

In addition to Cupar measures, the St Andrews measures were often listed as measures to be kept by Cupar residents.





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