

Table 11.1 Perceptions of acceptability: positive and negative factors

	Public positive	Professional positive	Public negative	Professional negative
Clean and tidy	Small quantities of litter are to be expected (acceptable)	Absence of litter, flytipping, graffiti Well-mown verges	Traffic fumes leading to poor air quality and dirty walls Litter (of all types) Dog foul Needles Graffiti Chewing gum Rubbish from shops / takeaways Rubbish bags piled up	Commercial rubbish
Accessible	Accessible for less mobile Good signposting Access by foot Adequate parking Adequate public transport	Good signposting and access to information Barrier free environments Good lighting Disabled access Perceptions of safety	Traffic congestion Cracks and holes in the pavement Lack of pedestrian crossings Problems caused by bad parking Children playing in the street Lack of parking provision Problems caused by deliveries	
Attractive	Trees, greenery, planting, flowers Maintained green areas Christmas lights Architectural quality Building maintenance Clean and tidy Murals Coordinated signage/street furniture Good street lighting	Architecture and heritage Clean and well-maintained Public art Coordinated street furniture	Vandalism Graffiti New housing estates	
Comfortable	Better-maintained benches, shelters, public toilets Green, well kept and attractive Confident and safe Walkable space Good street lighting Police on the street Adequate parking and signage Traffic calming	Ease of living in an area Feeling at home Continuity of care e.g. dedicated police, street cleaners, etc. Transport access Parking convenience Sustainability	Poor quality benches, shelters, public toilets Graffiti problems Broken glass Traffic congestion and noise Litter and cleanliness Lack of parking Potholes	
Inclusive	Adequate facilities for teenagers Tolerant of minority groups Welcoming to all users	Accessible for disabled Mixed communities Mixed age profile	Teenagers hanging around Poor integration of different groups Late night noise	Racism and ageism
Vital and viable	Variety of shops and services Availability of cash points High occupancy levels Building renovations Community spirit/interaction Events and activities Essential shopping available locally Healthy housing market Feeling of safety and community	Community satisfaction	Derelict buildings Litter, vandalism and fights Inundated streets	Level of dereliction