

QUALITY AUDIT REPORT

Project: **PUBLIC REALM IMPROVEMENTS FOR
A PEDESTRIANISED NEW STREET**

Project no.: **Fc.03**

Prepared on behalf of: **FINGAL COUNTY COUNCIL**

Prepared by: **DFLA**

Date of First Issue: **13.04.2023**

ISSUED FOR: INFORMATION/PLANNING/PLANNING/TENDER/CONSTRUCTION

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1.0 Introduction

This Quality Audit was prepared for the proposed public realm improvements and associated works for a pedestrianised New Street in Malahide. The Quality Audit has been carried out in accordance with guidance in the following:

- *Design Manual for Urban Roads and Streets (DMURS)*, produced by Department of Transport Tourism and Sport in March 2013 and as updated in June 2019
- *Fingal Age Friendly Strategy 2018-2023*, (Fingal County Council, 2023)
- *Being Age Friendly in the Public Realm – Guidelines and Good Practice*, Age Friendly Ireland
- *Building for Everyone – A Universal Design Approach* (Book 1 – External Environment & Approach), National Disability Authority
- *Guidelines for Access Auditing of the Built Environment*, (National Disability Authority)
- *Travelling in a Woman's Shoes – Understanding Women's Travel Needs in Ireland to Inform the Future of Sustainable Transport Policy and Design* (Transport Infrastructure Ireland), July 2020
- *Secured by Design, Design Guide for Commercial Developments* (Official Police Security Initiative, United Kingdom, 2015, Version 2)
- *Crime Prevention Through Environmental Design CPTED*, (An Garda Siochana, 2009)
- *How to Conduct an Environmental Visual Audit*, Our Watch UK (<http://www.ourwatch.org.uk>)
- *Using Street Audit Approaches to Determine Neighbourhood Priorities*, Briefing Paper 47, June 2015, Glasgow Centre for Population Health, www.gpch.co.uk
- *Making Cities and Urban Spaces Safe for Women and Girls – Safety Audit Participatory Toolkit*, (Social Development Direct, SDD, on behalf of ActionAid International 2013)

As stated in the DMURS Version 1.1, a Quality Audit is a defined process, independent of, but involving, the design team, that through the planning, design, construction and management stages of a project, provides a check that high quality places are delivered and maintained by all relevant parties, for the benefit of all end users. Quality Audit is a process, applied to highway, traffic management or development schemes, which systematically reviews projects using a series of discrete but linked

evaluations and ensures that the broad objectives of place, functionality, maintenance and safety are achieved.

The starting point is to establish the vision and/or objectives for the scheme, which could be expected to address the following:

- Seeking an appropriate balance between Place and Movement
- Enabling accessibility for all user groups
- Recognising the context and presence of wider strategic modal routes and the impact the scheme may have
- Making sure that the quality of existing public realm is maintained or improved and that new places are of high quality
- Meeting community needs
- Road safety and personal security
- Specifying appropriate materials and layout in terms of appearance, durability and maintenance requirements

A Quality Audit should be undertaken to demonstrate that appropriate consideration has been given to all of the relevant aspects of the design. The UK Department for Transport notes the key benefits of a Quality Audit as:

- A transparent process that demonstrates that the needs of all user groups and the design objectives.
- Enables the projects objectives to be delivered by putting in place a check procedure.
- Contributes to cost efficiency in design and implementation.
- Encourages engagement with stakeholders.

Quality Audits generally consist of a number of individual and overlapping audits that may include:

- an audit of visual quality;
- a review of how the street is/may be used by the community;
- a road safety audit, including a risk assessment;
- an access audit;
- a walking audit;
- a cycle audit;
- a non-motorised user audit;
- a place check audit.

As described by the UK Department for Transport Traffic Advisory Leaflet 5/11- Quality Audits (2011) *“the extent to which these processes are undertaken will vary according to the scale and scope of any given project. The intention of a Quality Audit is not to ‘pass’ or ‘fail’ a design. Rather it is intended as an assessment tool that highlights the strengths and weaknesses of a design and a documented process of how decisions were made”.*

This Quality Audit is a design stage audit and includes a Stage 1 Age Friendly Audit, a Gender Proofing Audit, a Crime Prevention Audit, a Visual Audit, and a Community Street / Place Check Audit.

The Audit has been prepared by Julie Sammiller, MILI and checked by Jim Bloxam, MILI. This portion of the Quality Audit involved the examination of drawings and other material and a site visit on the 30th of January 2023. The problems raised in this Quality Audit may belong to more than one of the categories of Audit named above.

A feedback form has been provided for the designer to complete, indicating whether or not they will accept those recommendations or provide alternative recommendations for implementation.

Information material supplied to the Audit Team is listed in Appendix A.

The feedback form is contained in Appendix B.

A plan drawing showing the problem locations is contained in Appendix C.

2.0 Background

The proposed development comprises of public realm improvements and associated works for a pedestrianised New Street in Malahide, Fingal.

The street runs in a north-south alignment and is perpendicular to Strand Street in the north and Main Street to the south. Currently the street functions predominantly as a pedestrian zone, with vehicle access restricted to 7am – 11am daily and two-way vehicular access available to Ross Cottages on the east side at all times. A footpath of varying widths runs the full length of the street between the kerb and buildings lines, with mature trees growing at intervals in the footpath. The street is composed of a mix of predominantly commercial and some residential properties, most of which front directly onto the public footpath. The roof line is fairly consistent for the length of the

street and the height of all the buildings remains at two storeys, with some minor deviation in the eaves height from ground level. The street runs in an even gradient from the southern end (9.13OD) to the northern end (2.88OD) with a level difference of approx. 6m between the two ends.

The character of the street is one of a busy neighbourhood commercial zone with mixed product and service offerings.

3.0 Audits

3.1 Age Friendly Audit

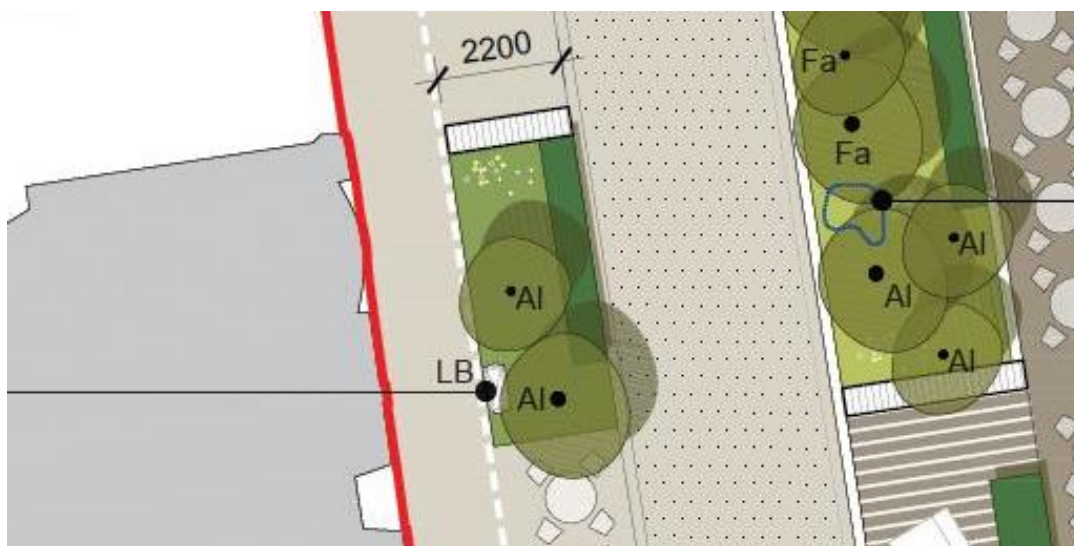
3.1.1 Problem – Seating and Litter Bin

LOCATION

Drawing Fc.03-DR-2001, seating and litter bin. Refer to Appendix C for Location).

ISSUE

The bin is located within 3 metres of seating and may create discomfort to the user with odours and insects.



Location of litter bin

RECOMMENDATION

Move the bin so that it is 3m away from all seating areas.

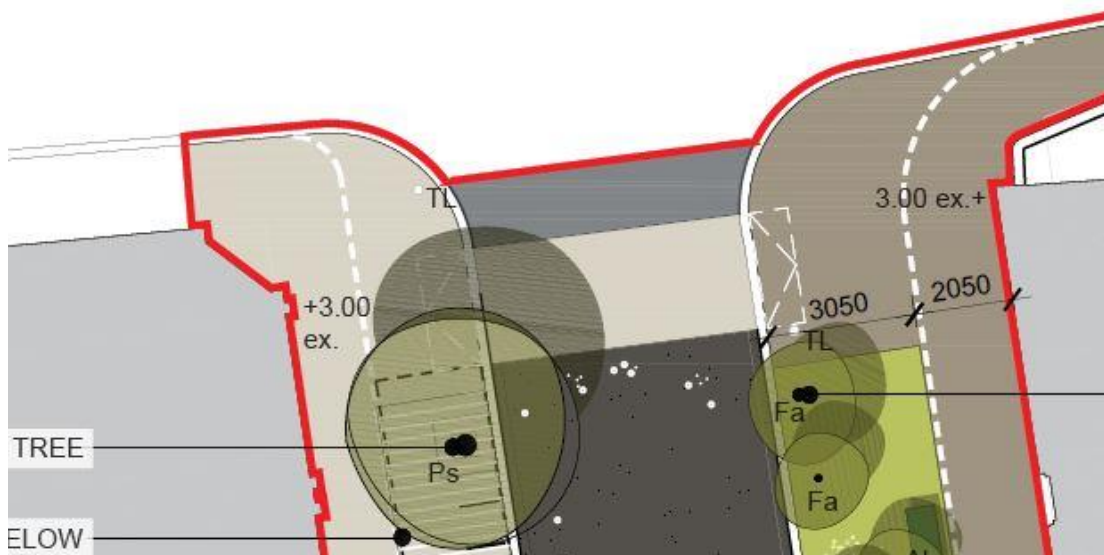
3.1.2 Problem – Resting at Crossing Points

LOCATION

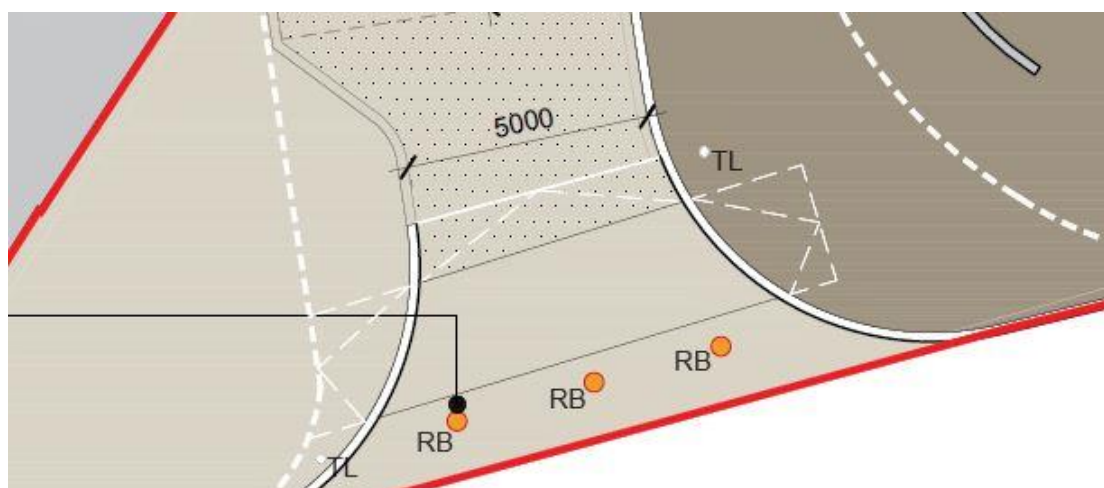
Drawing Fc.03-DR-2001, resting or seating at crossing points. Refer to Appendix C for Location.

ISSUE

It is proposed to provide 2no. pedestrian crossings at either end of the street. No resting post or seating is located near to the crossings. This is recommended for older people when waiting for an opportunity to cross.



Pedestrian crossing at northern end of street



Pedestrian crossing at southern end of the street

RECOMMENDATION

It is recommended that a seat or leaning post is provided on both sides of the street at both crossings.

3.1.3 Problem - Signage

LOCATION

Drawing Fc.03-DR-2001, base map and signage. Refer to Appendix C for Location.

ISSUE

There is no base map located at a strategic location or clear signage which should also include the time required to reach destinations.

RECOMMENDATION

It is recommended that a base map be provided in the proposed development along with clear wayfinding signage which includes walking times to nearby destinations.

3.2 GENDER PROOFING AUDIT

A walk-through of the existing condition on site was carried out on 30th January 2023 between 9.00am and 10.30am. The following material was used to guide observations using a 'gender lens':

- printed copy of design proposals (Fc.03-DR-2001 Public Realm Plan)
- printed copy of location map (Fc.03_2000 Site Location Map)
- printed copy of Tool 10: Safety Walk Checklist (*Making Cities and Urban Spaces Safe for Women and Girls – Safety Audit Participatory Toolkit*, (Social Development Direct, SDD, on behalf of ActionAid International 2013))
- printed copy of Tool 11: Safety Walk Report Card (*Making Cities and Urban Spaces Safe for Women and Girls – Safety Audit Participatory Toolkit*, (Social Development Direct, SDD, on behalf of ActionAid International 2013))

In addition to the above, *Travelling in a Woman's Shoes – Understanding Women's Travel Needs in Ireland to Inform the Future of Sustainable Transport Policy and Design* (Transport Infrastructure Ireland), July 2020, was consulted as part of a desktop review.

Results from the walk through were given a rating between 1 and 5 (where 1 is rated as 'very unsafe' and 5 means 'very safe') and based on the following categories:

- Overall sense of safety in the area
- Lighting
- Maintenance
- Busy areas / isolated spaces
- Signage
- Intimidating groups of people

- Informal / formal surveillance

Where applicable, most of the walk through responses landed in the 'Quite Safe' and 'Very Safe' response column. Problems were identified as set out below,

3.2.1 Problem - Corners

LOCATION

Drawing Fc.03-DR-2001, corners. Refer to Appendix C for Location.

ISSUE

7 no. corners along the building lines provide potential spaces where people could hide.

RECOMMENDATION

It is recommended that a review be carried out to help mitigate the risk of feeling unsafe while moving past these spaces.

3.2.2 Problem - Lighting

LOCATION

Drawing NSM-X-X-DR-AE-EE-60101, lighting. Refer to Appendix C for Location.

ISSUE

Lux levels vary along the length of the proposed development. There is a risk that the lux levels are not adequate for safe movement through the development.

RECOMMENDATION

Lighting design to be reviewed to ensure appropriate lux levels are achieved along the length of the proposed development for the safety of users.

3.3 CRIME PREVENTION AUDIT

3.3.1 Problem - Entrapment

LOCATION

Drawing Fc.03-DR-2001, entrapment. Refer to Appendix C for Location.

ISSUE

The area to the rear of Ross Cottages presents an entrapment spot.

RECOMMENDATION

It is recommended that a review be carried out to minimise entrapment risk with regard to the area highlighted.

3.3.2 Problem - Signage

LOCATION

Drawing Fc.03-DR-2001, signage. (Refer to Appendix C for Location).

ISSUE

There is no signage to provide for easy identification of nearby amenities, parking guidelines or the intended uses of the space.

RECOMMENDATION

It is recommended that a review be carried out of the proposed design and appropriate signage proposed.

3.3.3 Problem - Lighting

LOCATION

Drawing NSM-X-X-DR-AE-EE-60101, lighting in car park space. (Refer to Appendix C for Location).

ISSUE

Lux levels of between 5 and 10 are shown in the disabled car parking space, illuminated from the other side of the street. There is a risk that the lux levels are too low for safe entry and exit of parked cars in this space.



Location of disabled car parking space

RECOMMENDATION

Lighting design to be reviewed to ensure appropriate lux levels are achieved within the car park space for the safety of users.

3.3.4 Problem - Lighting

LOCATION

Drawing NSM-X-X-DR-AE-EE-60101, lighting not uniform throughout street. Refer to Appendix C for Location.

ISSUE

Lighting does not provide uniform spread and creates areas where lux levels are reduced, increasing the safety risk to users.

RECOMMENDATION

Lighting design to be reviewed to ensure lighting levels to all areas are within acceptable limits.

3.3.5 Problem - Lighting

LOCATION

Drawing NSM-X-X-DR-AE-EE-60101, lighting fixtures protected against vandalism. Refer to Appendix C for Location.

ISSUE

The proposed lighting fixtures are secured to building facades and appear to be accessible to the public.

RECOMMENDATION

Lighting design to be reviewed and height of fixtures to be considered to deter vandalism.

3.3.6 Problem - Signage

LOCATION

Drawing Fc.03-DR-2001, way-finding and signage. Refer to Appendix C for Location.

ISSUE

There is no inclusion of signage or way-finding in the proposed development

RECOMMENDATION

Signage design and way-finding to be considered for inclusion in proposals. If signage is to be introduced it should be clearly visible, easy to read and simple to understand.

3.4 VISUAL AUDIT

Having reviewed the proposal for the development, there are minimal visual audit problems foreseen within the design.

The proposals seek to make improvements on the current condition of the street in relation to possible observed 'problems' such as social disorder, including litter associated with anti-social behaviour; graffiti; public use and sale of drugs; and vandalism of public and private buildings. Additionally, issues which may be related to traffic problems such as speeding; abandoned or burnt out cars; and obstructive parking, have been mitigated by restricting vehicle access. Other local problems which may be picked up by a visual audit such as overgrown shrubbery; broken street lighting; broken/missing street furniture are not seen as being potential issues in the proposals made.

3.4.1 Problem - Litter

LOCATION

Drawing Fc.03-DR-2001, litter. Refer to Appendix C for Location.

ISSUE

There is the potential issue of fast food litter/food and beverage litter being left outside some of the commercial properties. While litter bins have been provided at intervals along the street within the design proposals, there is the potential for rubbish to be dropped in areas where no bin is located.

RECOMMENDATION

Additional litter bins to be considered in the proposed design.

3.5 A Community Street / Placecheck Audit

A street audit generally involves a group of local residents, business owners and other stakeholders assessing the connectivity, identity and quality of a defined area/neighbourhood with either a physical walk through or a desk top review. The New Street Community Street Audit was undertaken using the desk-top approach to identify and prioritise improvements for the proposed design.

Results taken from the non-statutory public consultation events have also informed this audit. From online and in person results 8 no. categories were commented on with regard to the design proposals:

- Accessibility Considerations
- Pedestrian Safety Considerations
- Conservation of Malahide's Heritage
- Consideration for How the Street will be Maintained
- Mitigation of Anti-Social Behaviour
- Seating
- Greening/Planting/Biodiversity
- High Quality Aesthetic

Overall, participants in the survey were pleased with the design proposals for all of the above with specific concerns outlined below.

3.5.1 Problem - Accessibility

LOCATION

Drawing Fc.03-DR-2001, Accessibility Considerations, non-statutory public consultation. Refer to Appendix C for Location.

ISSUE

The footpath was noted as being too narrow in places (1.8m) which was noted as being not wheelchair/pram accessible in busy times.

RECOMMENDATION

Design to be reviewed to consider the issue and widen the footpath.

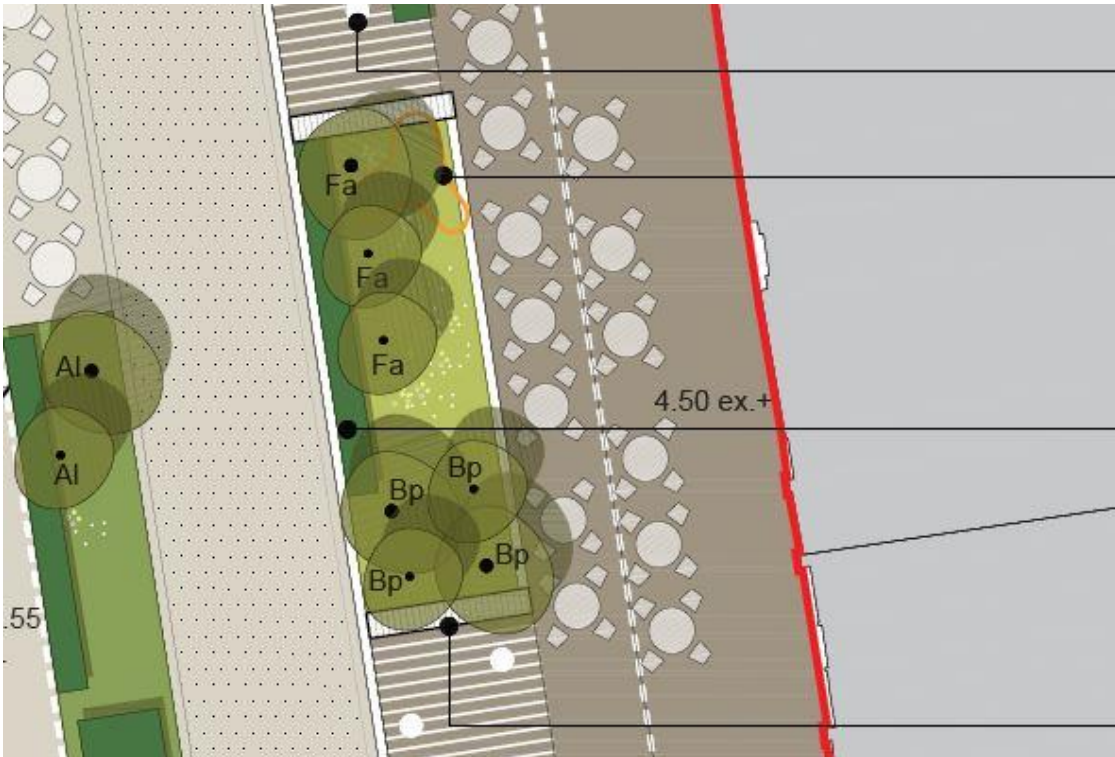
3.5.2 Problem - Accessibility

LOCATION

Drawing Fc.03-DR-2001, Accessibility Considerations, non-statutory public consultation. Refer to Appendix C for Location.

ISSUE

It was noted that people who are visually impaired should be able to easily navigate around seating areas, and that their location in the current plan, on the outside of the path, might compromise this.



Location of seating

RECOMMENDATION

Seating in this area could be removed to facilitate safer movement for visually impaired users or clear delineation could be provided in the design proposal.

3.5.3 Problem – Pedestrian Safety

LOCATION

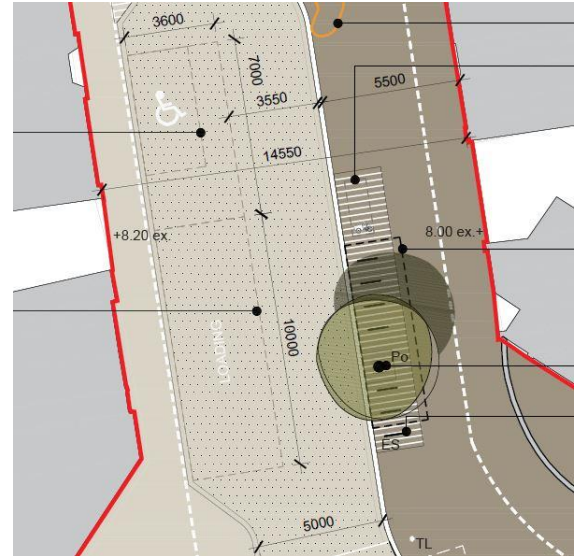
Drawing Fc.03-DR-2001 RevD, Pedestrian Safety Considerations, non-statutory public consultation. Refer to Appendix C for Location.

ISSUE

More bike parking at either end of the street and signage for cyclists to dismount was frequently requested.



North New Street



South New Street

RECOMMENDATION

It is recommended that more cycle parking be proposed and signage be provided.

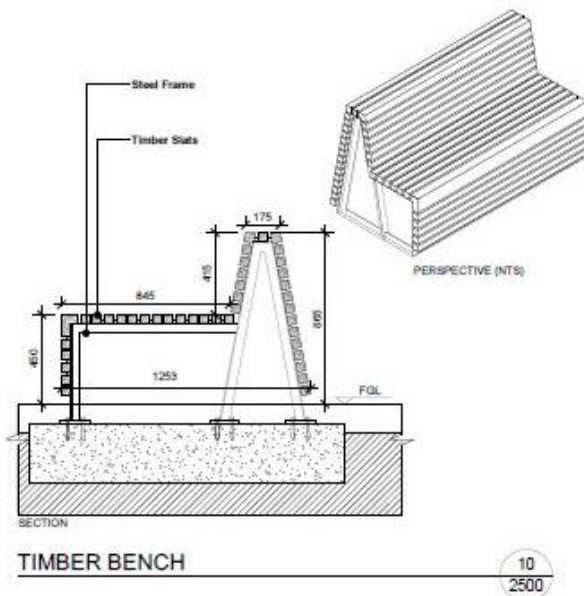
3.5.4 Problem - Maintenance

LOCATION

Drawing Fc.03-DR-2500 / Drawing Fc.03-DR-2001, consideration for how the street will be maintained, non-statutory public consultation. Refer to Appendix C for Location.

ISSUE

It was frequently noted that seating and planting must be maintainable: no slats in the seating was requested.



RECOMMENDATION

It is recommended that an alternative seating design be proposed with no timber slats.

3.5.5 Problem - Maintenance

LOCATION

Drawing Fc.03-DR-2001, consideration for how the street will be maintained, non-statutory public consultation. Refer to Appendix C for Location.

ISSUE

More bins or an integrated waste disposal system in the design was frequently requested.

RECOMMENDATION

It is recommended that a review of the bins and waste disposal system be carried out to confirm if the quantity and style are appropriate for the proposed development.

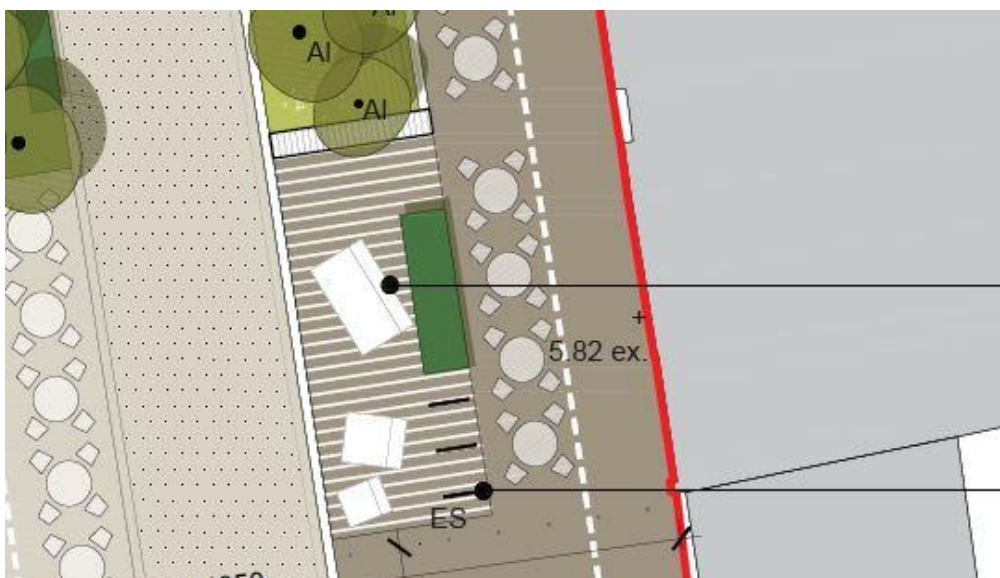
3.5.6 Problem - Seating

LOCATION

Drawing Fc.03-DR-2001, seating, non-statutory public consultation. Refer to Appendix C for Location.

ISSUE

More public seating and small tables/ledges at public seating areas was frequently requested



RECOMMENDATION

Small table and/or ledges are recommended to be integrated into the current public seating.

3.5.7 Problem - Heritage

LOCATION

Drawing Fc.03-DR-2001, Conservation of Malahide's Heritage, non-statutory public consultation. Refer to Appendix C for Location.

ISSUE

Signage or paving stone to mark the history and heritage of New Street was requested

RECOMMENDATION

It is recommended that historical information displayed in paving material be considered as part of the proposal, as suggested in Design Rationale.



Images extracted from Design Rationale

3.5.8 Problem - Greening

LOCATION

Drawing Fc.03-DR-2001, Greening/Planting/Biodiversity, non-statutory public consultation. Refer to Appendix C for Location.

ISSUE

More greenery was frequently requested, specifically to bookend the street.



North



South

RECOMMENDATION

It is recommended that more soft landscape areas be considered in the design proposals, particularly at either end of the street.

3.5.9 Problem – Comments at Non-Statutory Public Consultation

LOCATION

Drawing Fc.03-DR-2001, other comments/suggestions, non-statutory public consultation. Refer to Appendix C for Location.

ISSUE

The lack of family or kids space/area came up both in terms of use and attractability of the street and was also flagged as a key element of Malahide's culture and heritage.

Many participants reported that eating/drinking feels prioritised – there were requests for more civic and performance spaces, more art and sculpture and a kids and family space.

There were multiple concerns about the winter value of the proposed space and multiple requests for shelter to be included in the design

Many felt the design still feels too much like a road still i.e. it is too linear.

RECOMMENDATION

It is recommended that a review of the design proposals be undertaken in consideration of the comments above and where appropriate, and achievable, amendments made to the public realm design to address concerns within these comments.

4.0 Quality Audit Statement

This Quality Audit has been carried out in accordance with the guidance given in referenced material as stated in Section 1. and takes into consideration the principles, approaches and standards outlined within.

The Quality Audit has been carried out by the persons named below who have not been involved in any design work on this scheme as a member of the Design Team.

Audit carried out by: **Julie Sammiller, MILI**
01.02.2023

Audit checked by: **Jim Bloxam, MILI**
Dated: **02.02.2023**

APPENDIX A – LIST OF MATERIAL SUPPLIED FOR THIS QUALITY AUDIT

Drawing Fc.03_2000 Site Location Map

Drawing Fc.03_2001 Public Realm Plan

Drawing Fc.03_2401 Landscape Sections 1

Drawing Fc.03_2402 Landscape Sections 2

Drawing Fc.03_2500 Typical Landscape Details

Fc.03 Design Rationale

Drawing NSM-X-X-DR-AXE-EE-60101

APPENDIX B – FEEDBACK FORM

Section number in report	Problem accepted Y or N	Recommendation accepted Y or N	Alternative measure (describe)	Alternative measures accepted by auditors Y or N
3.1.1	Y	Y	N/A	N/A
3.1.2	Y	Y	N/A	N/A
3.1.3	Y	N	To be developed and co-ordinated at detail design stage with FCC	Y
3.2.1	Y	Y	A review has been carried out. The corners present are an existing condition. Confirmation has been provided from Axiseng that the street lighting will be at an appropriate level. The street is very open and will have good visibility in all directions generally.	Y
3.2.2	Y	N	The overall street reaches the required levels (min & max) and uniformity for a P1 Class level of public lighting. Some of the areas with lower levels show i.e., below 5lux is due to residences being at these locations and to avoid spill in to street level rooms and avoid attracting disturbances to the area. Minimum 2lux for “post-curfew” lighting levels to paths.	Y
3.3.1	Y	N	To be developed and co-ordinated at detail design stage with FCC	Y
3.3.2	Y	Y	A review has been carried out. This is an existing condition. Mitigation for the risk is proposed as clear signage to note that the area is a ‘cul-de-sac’.	Y
3.3.3	Y	Y	Noted, disabled space symbol	Y

			<p>unintentionally removed from drawing reference, a fitting will be required to be added to the HSE building side.</p> <p>To be reviewed and coordinated with architect for location.</p>	
3.3.4	Y	N	<p>The overall street reaches the required levels (min & max) and uniformity for a P1 Class level of public lighting.</p> <p>Some of the areas with lower levels show i.e., below 5lux is due to residences being at these locations and to avoid spill in to street level rooms and avoid attracting disturbances to the area.</p> <p>Minimum 2lux for “post-curfew” lighting levels to paths.</p> <p>If required, further fittings can be added to calculations if there are further concerns with lighting levels.</p>	Y
3.3.5	Y	N	<p>Wall mounted fittings heights range from 5m to 7.5m.</p> <p>Fittings shall have appropriate IK rating, min IK08.</p>	Y
3.3.6	Y	N	<p>To be developed and co-ordinated at detail design stage with FCC</p>	Y
3.4.1	Y	N	<p>This has been reviewed. The quantity of litter bins is considered appropriate for the size of the street, and with regard to locations of proposed seating. The quantity of bins can be further considered and co-ordinated at detail design stage.</p>	Y
3.5.1	Y	Y	<p>This has been reviewed. This is an existing street. The proposed</p>	Y

			<p>footpath width is compliant with Technical Guidance document Part M of the building regulations. The design incorporates many passings along the length of the street. For the area of the street south of Ross Cottages, the carriageway is walkable by pedestrians except from 7am to 11am daily, when it is open to vehicles.</p>	
3.5.2	Y	Y	Delineation will be shown to this area in drawing Fc.03-DR-2001	Y
3.5.3	Y	Y/N	The quantity of cycle parking is considered appropriate for the size of the street. Signage will be provided at detail design stage for cyclists to dismount.	Y
3.5.4	Y	N	This will be considered in the design of the seating at detail design stage.	Y
3.5.5	Y	N	This has been reviewed. The quantity of litter bins is considered appropriate for the size of the street, and with regard to locations of seating. The quantity of bins can be further considered and co-ordinated at detail design stage.	Y
3.5.6	Y	Y	Small tables will be provided to public seating at detail design stage.	Y
3.5.7	Y	Y	As noted in the Design Rationale by DFLA, this will be provided in the design. This will be considered at detail design stage.	Y
3.5.8	Y	N	There are many green areas proposed throughout the street. Large specimen trees are proposed at either end of the street to bookend the street.	Y

3.5.9	Y	N	<p>1. Family and kids spaces are proposed within the design, particularly at the water feature area. The proposals are considered appropriate given the context of a street. Furthermore, the street is in close proximity to Malahide Green, which provides an opportunity for family and kids space.</p> <p>2. Art and sculpture has been added to the design proposals based on the feedback received at the public consultation. Furthermore, the street is located in close proximity to Malahide Green, which includes opportunities for civic and performance spaces and kids and family spaces.</p> <p>3. The architectural heritage of the street is an important consideration in the design and shelter structures are not considered appropriate in this regard.</p> <p>4. The design is linear in nature as the carriageway still needs to facilitate vehicle access during certain hours.</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
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APPENDIX C – PROBLEM LOCATION PLAN



3.2.2
3.2.1