

FOCUS GROUP: TOWER HAMLETS TOPIC GUIDE

1. Introduction

- Introduce facilitator and explain:
 - Nature and purpose of the research project
 - Who the research is for
- Mention the tape recorder – tool to help the researcher capture the full discussion
- Stress confidentiality and anonymity
- Set ground rules – not talk when others talk, mindful of other people, there are no wrong answers
- Seating plan.

2. Background

- Name, where live
- Tell us ‘something about yourself’

3. Places You Go To / Things You Do

- Places people need to access;
- Problems people have accessing services/places;
- Places they can’t get to and would like to go;
- Travel at night: frequency, suppressed travel, and incentives to travel at night.

4. Accessibility in and around Tower Hamlets

- Select from the following maps for each group:

Area	Spider Map	Bus Only Map	Bus + Rail Map
Fern Street	X	X	X
Stroudley Walk	X	X	X
Brokesley Street	X	X	X
Oxford Circus			X
Royal London Hospital			X
Stratford Interchange		X	X

- Using examples of the accessibility maps:
 - What do these maps show? Are the maps understandable?
 - Are the maps accurate? Do they reflect your own experiences?
 - Is there anything else missing or further information that you think needs to be included?
 - Do you have any general comments about the maps?

5. Results Of The Street Audit

- Show the participants a map of the local area that shows the highlighted areas where there are i) busy roads, ii) low levels of lighting and iii) bus stop conditions.
 - Do the participants agree that we have captured the right areas/information?
 - Are there any other areas that they think we have overlooked / should include?

6. Bus Stop Catchments

- Getting to your local bus stop:
 - How long people spend walking to their usual bus stop;
 - Problems / concerns about getting to/from their usual stop (e.g. personal security).
- Now introduce the bus stop catchment maps:
 - Is this understandable?
 - Is this realistic?
 - Are we using the right kind of impedances (e.g. crossing, bus stop conditions, lighting etc)?
 - Is there another type of impedance that we should be including?
 - Are the impedances set at the right level or are they too restrictive (e.g. what do you think about the size of the bus stop catchment area)?

7. General Round-Up