

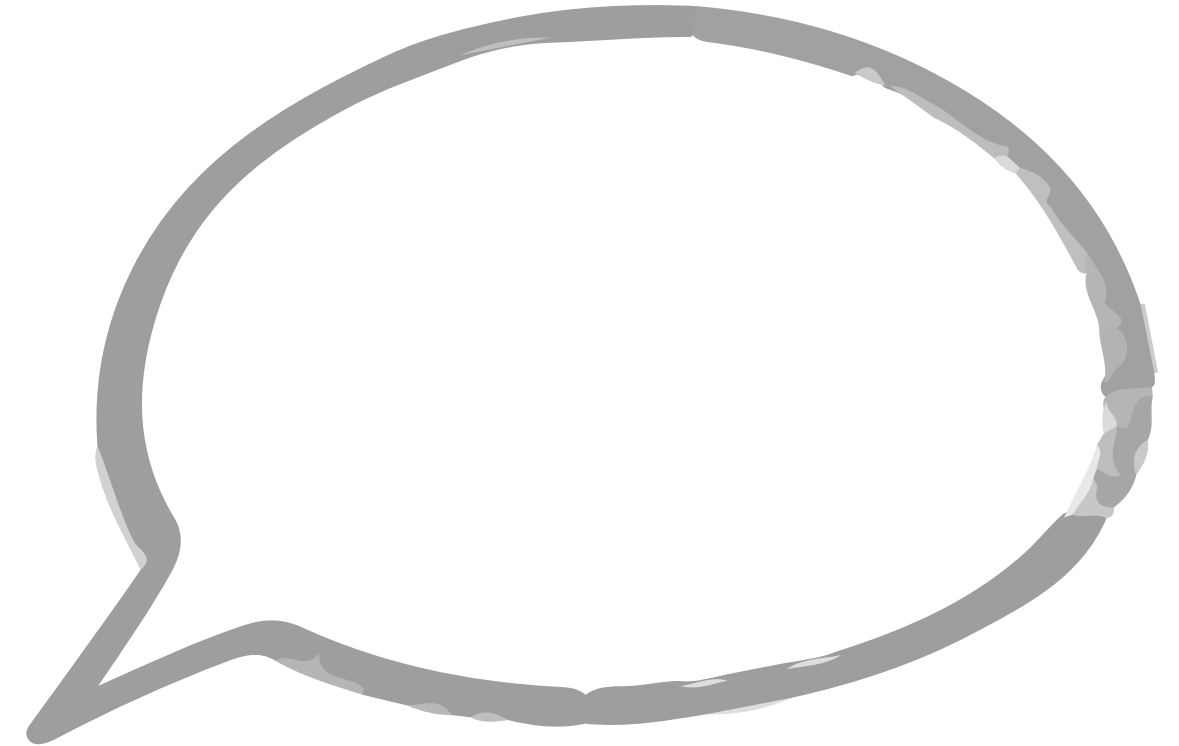
TOWARDS SOCIALLY SUSTAINABLE CITIZEN PARTICIPATION

EXPLORING THE POTENTIAL OF PRIVATE LED CITIZEN PARTICIPATION PROCESSES TO
CONTRIBUTE TO NEIGHBOURHOOD SOCIAL SUSTAINABILITY



CONTENT

- 1 PROBLEM STATEMENT**
- 2 THEORETICAL FRAMEWORK**
- 3 RESEARCH QUESTION**
- 4 CASE ANALYSIS**
- 5 CROSS CASE DISCUSSION**
- 6 CONCLUSION**
- 7 RECOMMENDATIONS**



1 PROBLEM STATEMENT



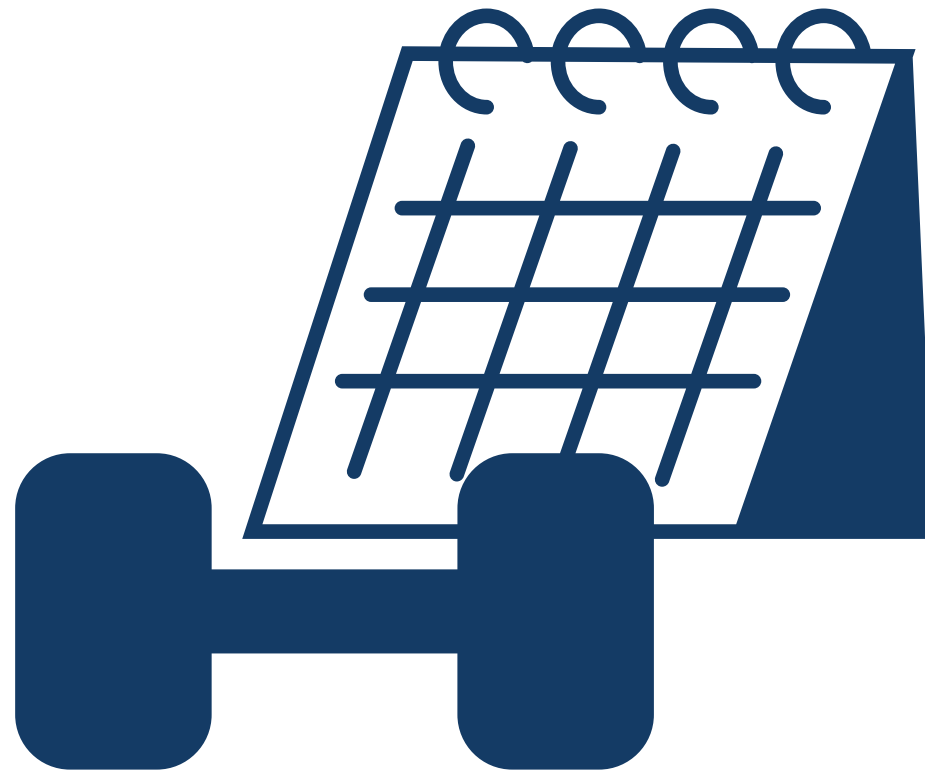
PROBLEM STATEMENT

TREND: PRIVATIZATION CONSTRUCTION MARKET



PROBLEM STATEMENT

TREND:
FOCUS ON PHYSICAL CHANGES



PROBLEM STATEMENT

CONSEQUENCE: DECLINE EARLY POSTWAR NEIGHBOURHOODS



PROBLEM STATEMENT

CONSEQUENCE: DECLINE EARLY POSTWAR NEIGHBOURHOODS NEED FOR SOCIALLY ORIENTATED DEVELOPMENTS



PROBLEM STATEMENT

**RECENT TREND:
RENEWED FOCUS ON SOCIAL AMBITIONS**



PROBLEM STATEMENT

RECENT TREND: ENVIRONMENTAL & PLANNING ACT 2024



PROBLEM STATEMENT

RECENT TREND: ENVIRONMENTAL & PLANNING ACT 2024



HOW?
WHEN?
WHO?
WHAT?

PROBLEM STATEMENT

PRIVATE PARTY IN THE LEAD WITH LIMITED KNOWLEDGE



PROBLEM STATEMENT

ALL EYES ON THE PRIVATE PARTIES TO:

- REDEVELOP EARLY POST-WAR NEIGHBOURHOODS

- IMPLEMENT CITIZEN PARTICIPATION

PROBLEM STATEMENT

ALL EYES ON THE PRIVATE PARTIES TO:

- REGENERATE EARLY POST-WAR NEIGHBOURHOODS

- IMPLEMENT CITIZEN PARTICIPATION

**WITHOUT CLARITY, THE CURRENT UNCERTAINTY WILL
BENEFIT NOR THE PRIVATE PARTY, NOR THE CITIZENS**

RESEARCH AIM

GENERATE KNOWLEDGE FOR PRIVATE SECTOR



RESEARCH AIM

**GENERATE KNOWLEDGE FOR PRIVATE SECTOR
&
CREATE A SOCIALLY SUSTAINABLE NEIGHBOURHOOD**



SOCIETAL AND ACADEMIC CONTRIBUTION

IMPROVE POSITION OF PRIVATE PARTIES
+
IMPROVE EXPERIENCE AND OUTCOMES FOR CITIZENS



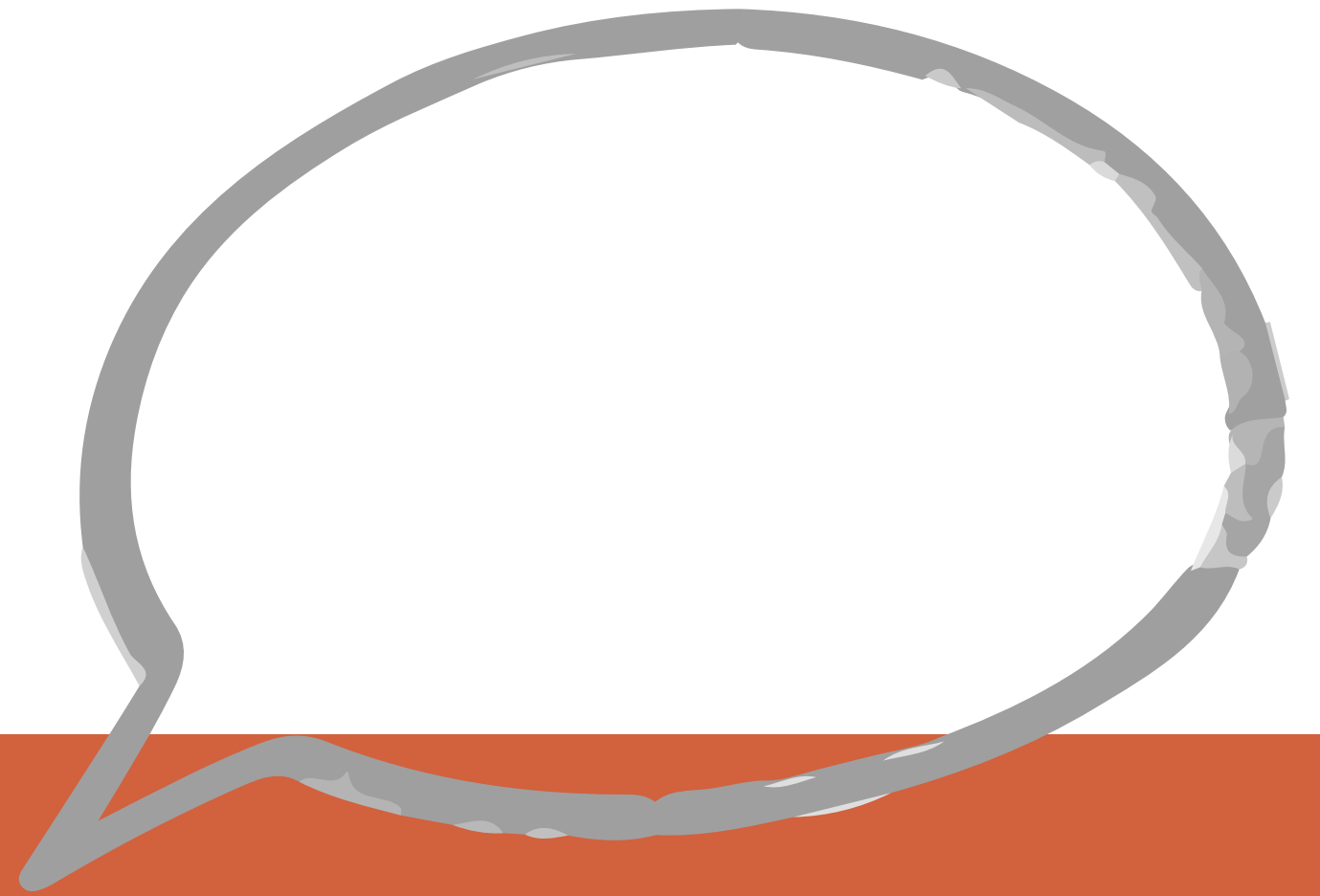
SOCIETAL AND ACADEMIC CONTRIBUTION

IMPROVE POSITION OF PRIVATE PARTIES
+
IMPROVE EXPERIENCE AND OUTCOMES FOR CITIZENS

**PRIVATE LED FOCUS ON CITIZEN PARTICIPATION IN
RELATION TO SOCIAL SUSTAINABILITY**



2 THEORETICAL FRAMEWORK



CONCEPTS

1. URBAN REGENERATION

2. CITIZEN PARTICIPATION

3. SOCIAL SUSTAINABILITY

CONCEPTS

1. URBAN REGENERATION

2. CITIZEN PARTICIPATION

3. SOCIAL SUSTAINABILITY

4. CONNECT THE CONCEPTS

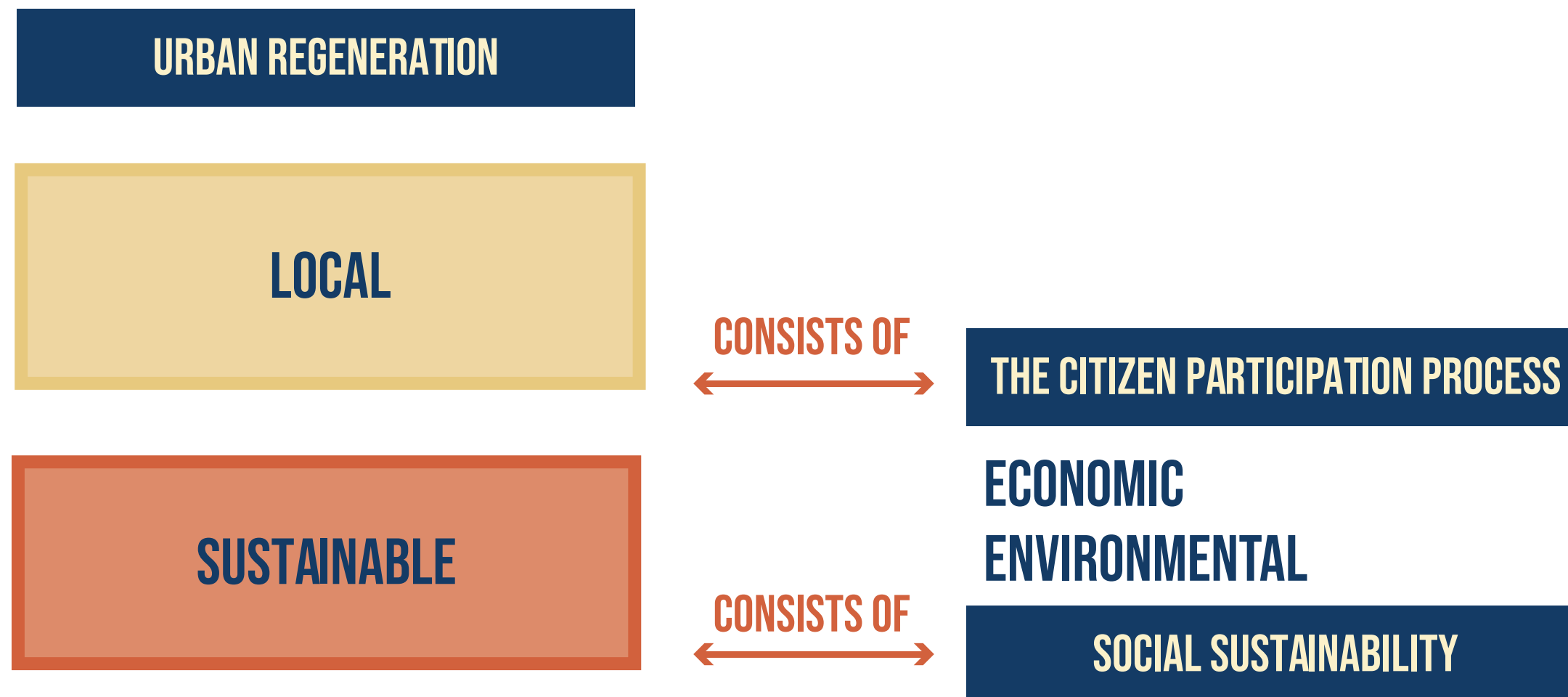
CONCEPTS

1. URBAN REGENERATION

1. URBAN REGENERATION | DEFINITION

A FLUID PROCESS, FOCUSSED ON A MULTITUDE OF PROBLEMS IN
A LOCAL SETTING WITH THE INVOLVEMENT OF LOCAL CITIZENS,
TO MAKE A LASTING IMPROVEMENT

1. URBAN REGENERATION | MODEL



CONCEPTS

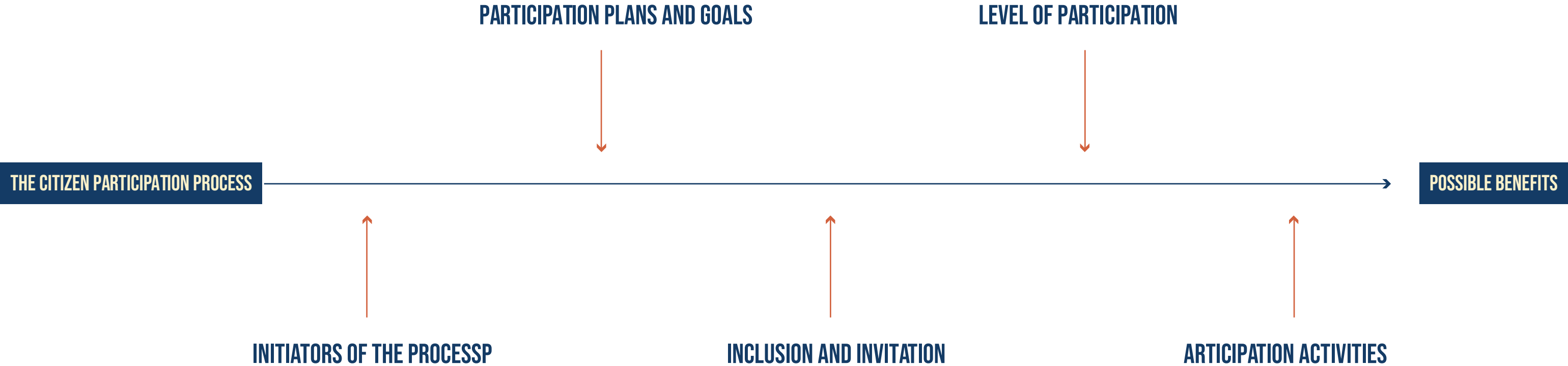
2. CITIZEN PARTICIPATION

2. CITIZEN PARTICIPATION | DEFINITION

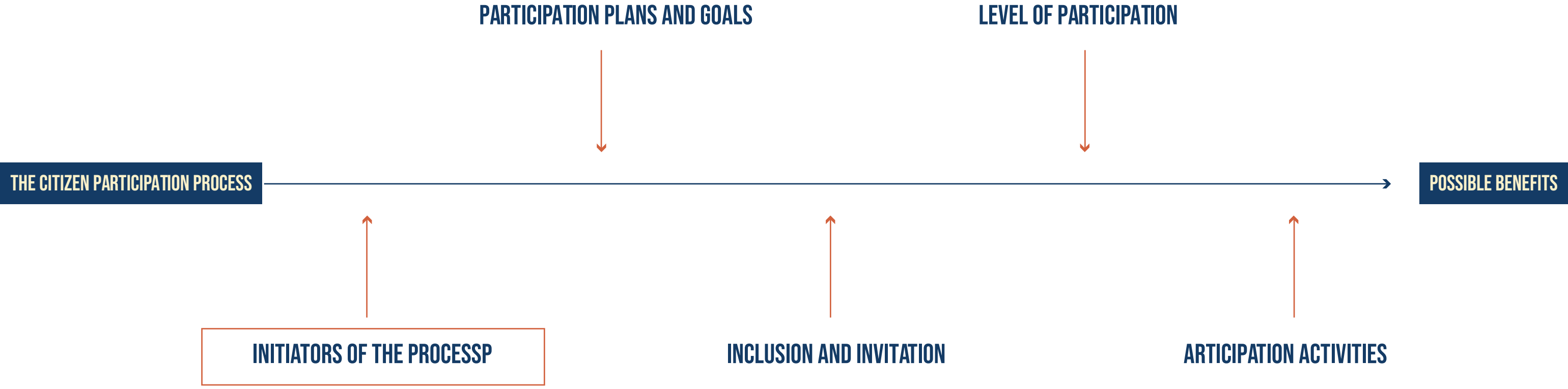
**CITIZENS ARE OPENLY HEARD AND
THEIR INPUT IS USED IN THE PROJECT**



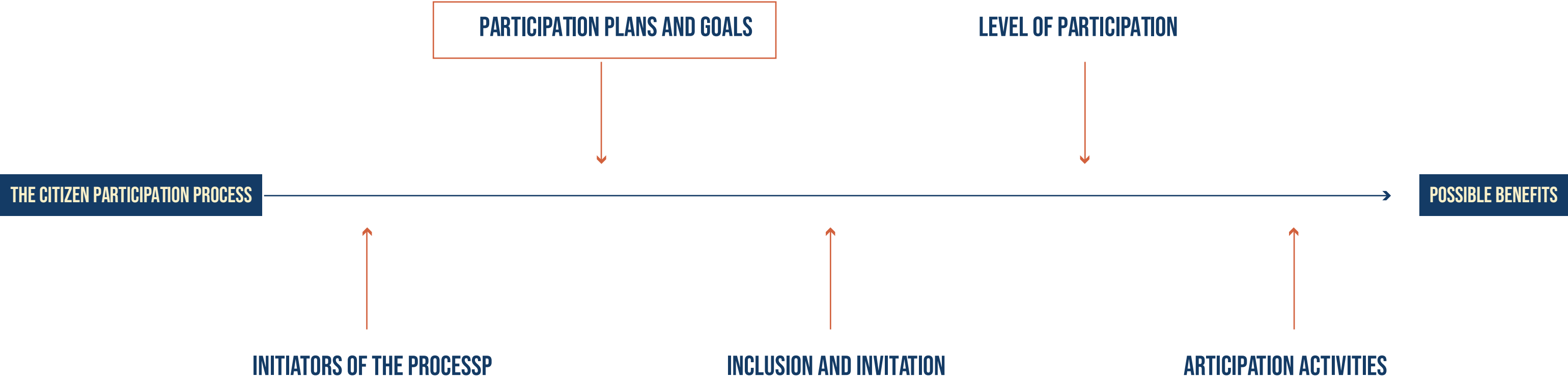
2. CITIZEN PARTICIPATION | PROCESS MODEL



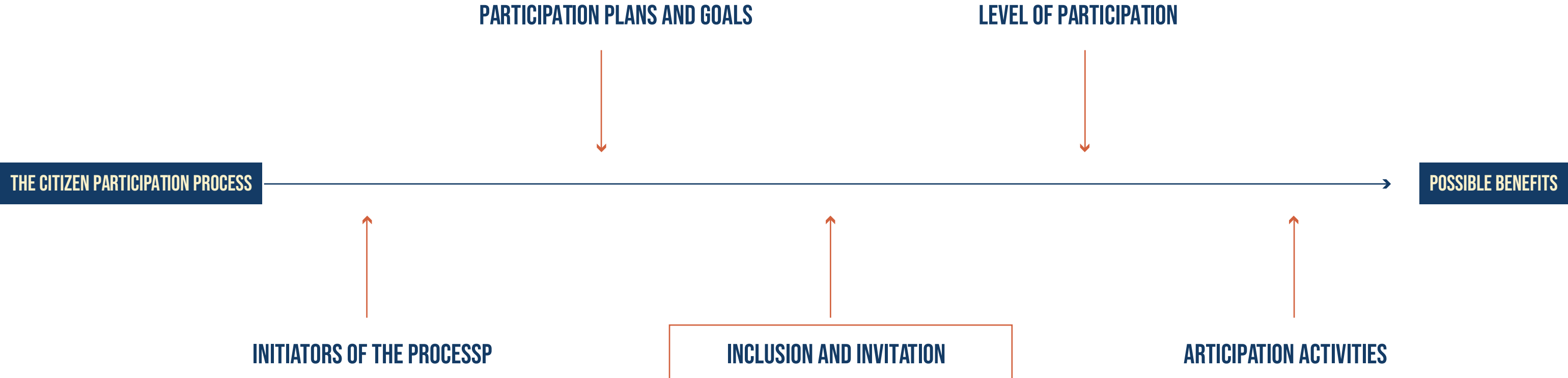
2. CITIZEN PARTICIPATION | PROCESS MODEL



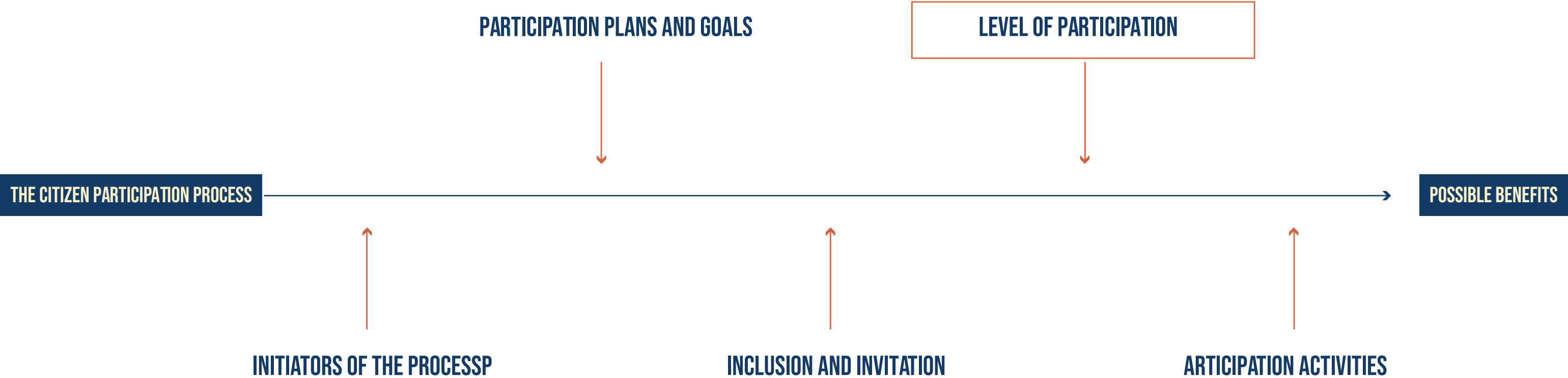
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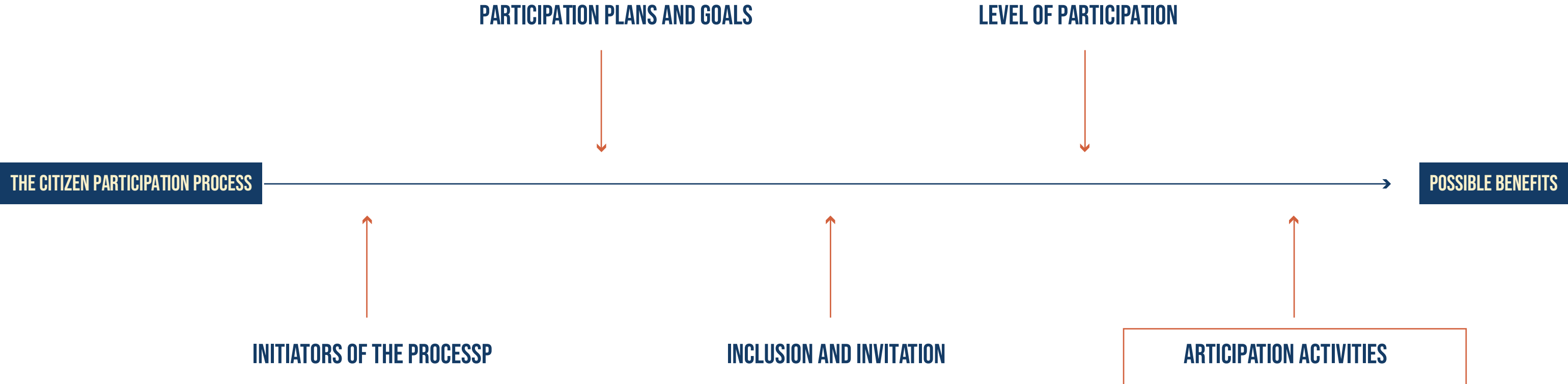
2. CITIZEN PARTICIPATION | PROCESS MODEL



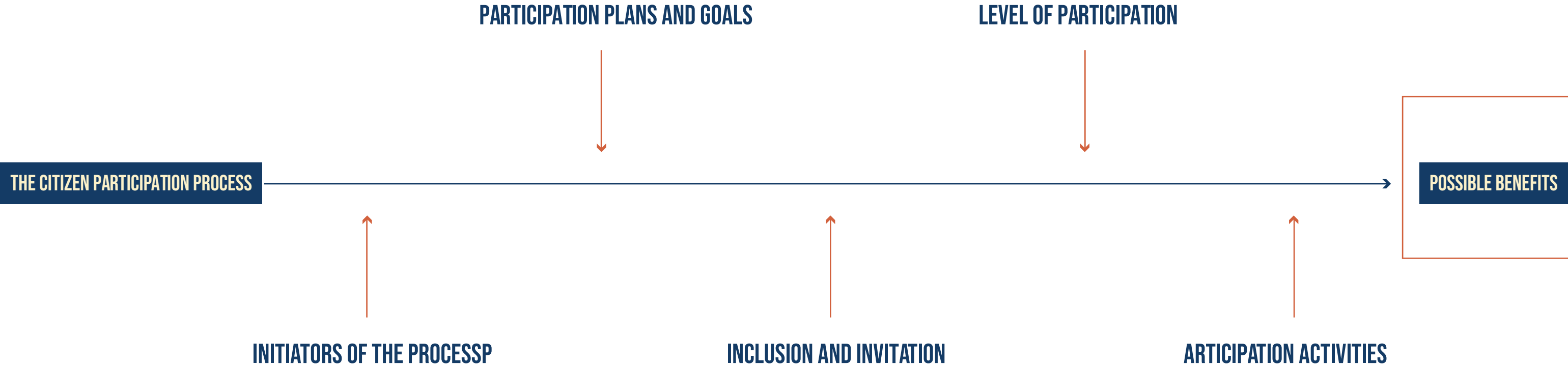
2. CITIZEN PARTICIPATION | PROCESS MODEL



2. CITIZEN PARTICIPATION | PROCESS MODEL



2. CITIZEN PARTICIPATION | PROCESS MODEL



2. CITIZEN PARTICIPATION | POSITIVES AND NEGATIVES

POSITIVES



DEMOCRATIC PROCESS
REDUCE PROJECT CONTROVERSY
BRINGS DILEMMAS TO LIGHT
TRUST
TRANSPARENCY
SOCIAL CAPITAL
MUTUAL UNDERSTANDING
FAIRNESS & JUSTICE
SOCIAL SUSTAINABILITY
CONNECT CITIZENS TO DEVELOPMENT
SENSE OF BELONGING
OWNERSHIP OF (PUBLIC) SPACE
EMPOWERMENT
SOCIAL COHESION
NETWORKS
CITIZEN INITIATIVES

NEGATIVES



TIME CONSUMING
HIT AND RUN PRACTICE
ONLY BENEFITS FOR DEVELOPERS
BURDENED CITIZENS
IGNORED INPUT
MISTRUST
HOSTILITY
HEAVY LOCAL GROUP INFLUENCE
INEFFICIENT
COSTLY
DISRUPTIVE
NOT INCLUSIVE
LACK OF EXPERTISE (CITIZENS)
CITIZENS ACT FROM SELFISH PERSPECTIVE

CONCEPTS

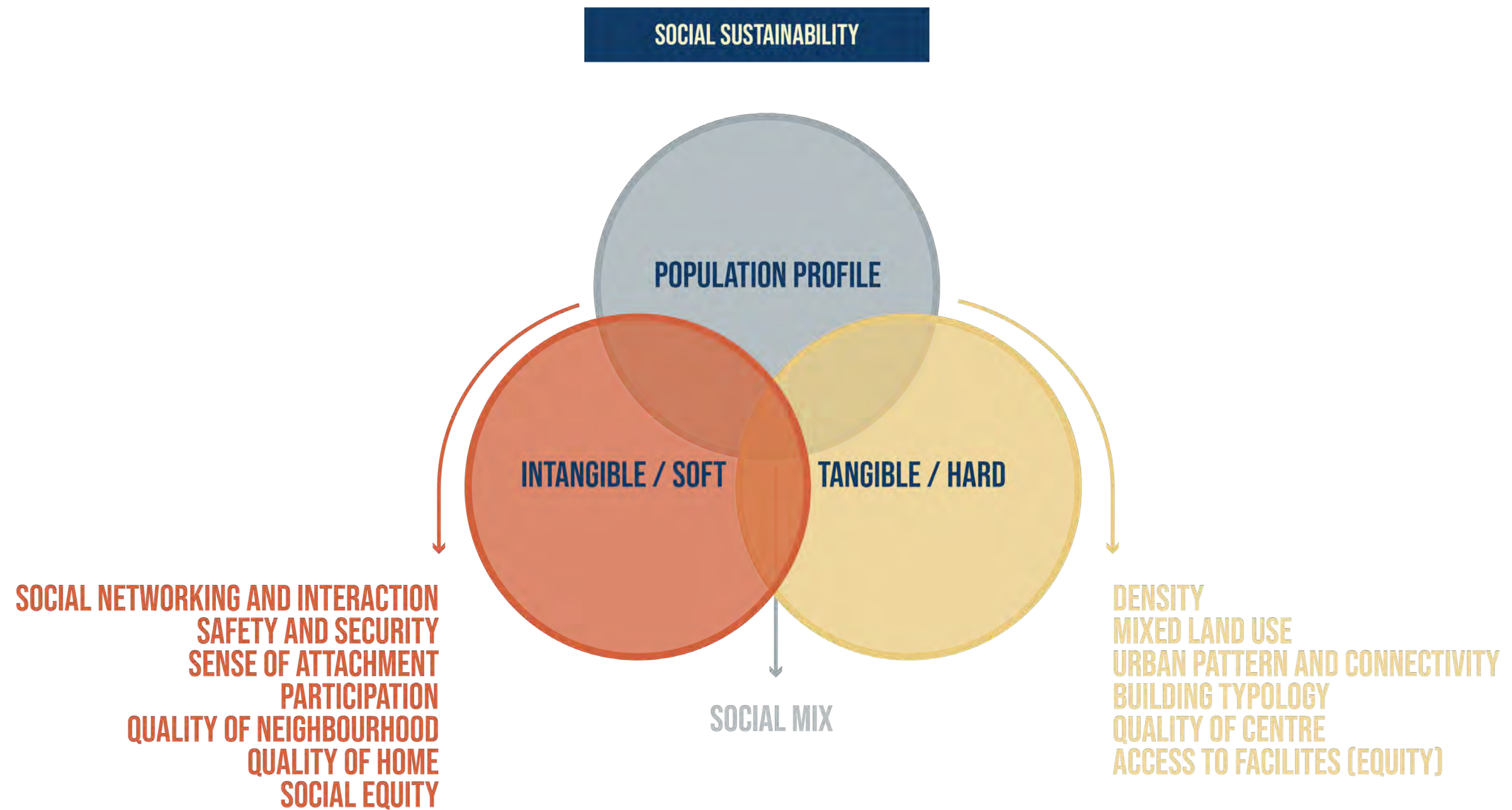
3. SOCIAL SUSTAINABILITY

3. SOCIAL SUSTAINABILITY | DEFINITION

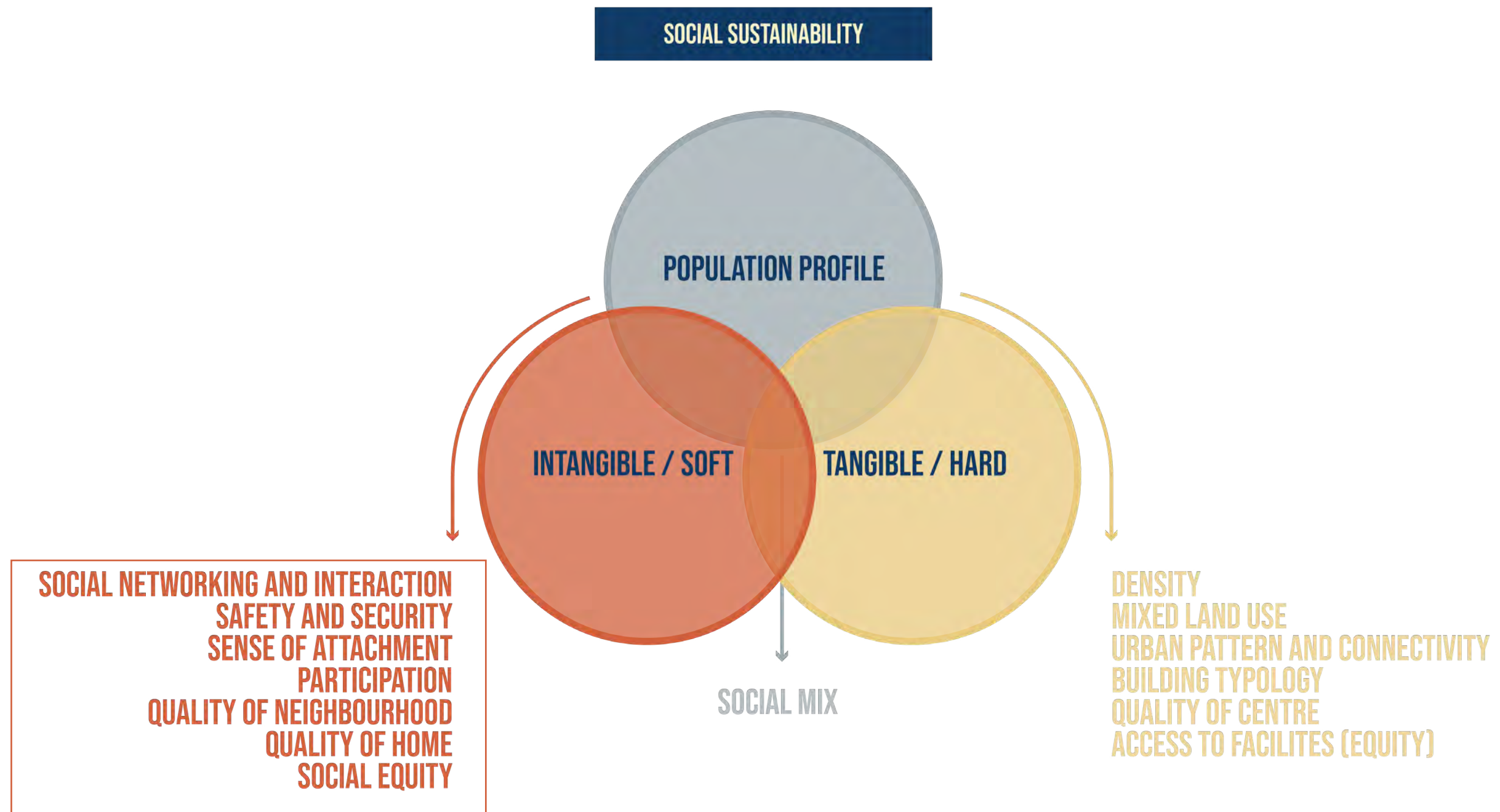
**WELLBEING OF CURRENT AND FUTURE
CITIZENS**



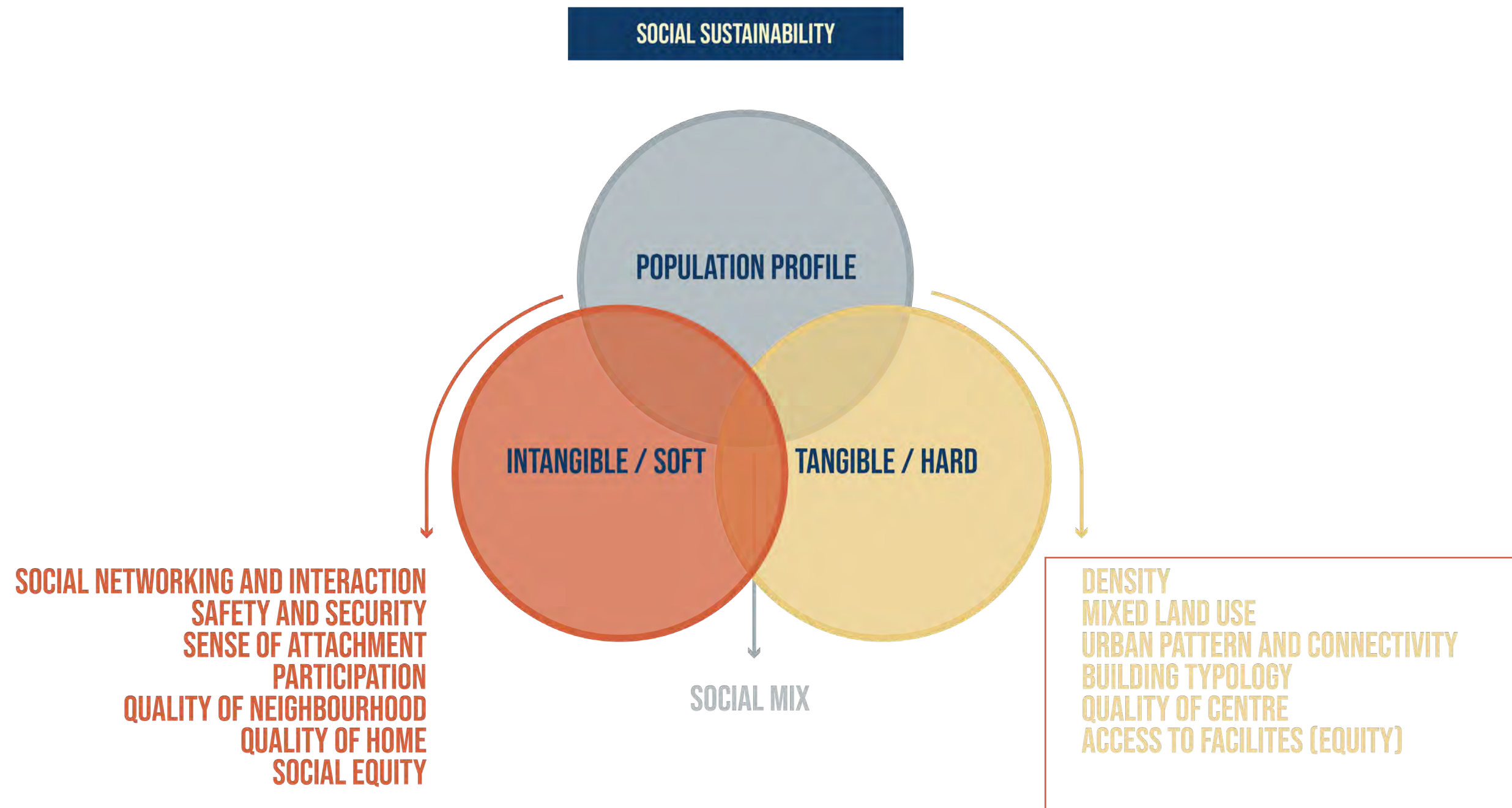
3. SOCIAL SUSTAINABILITY | TRIAD



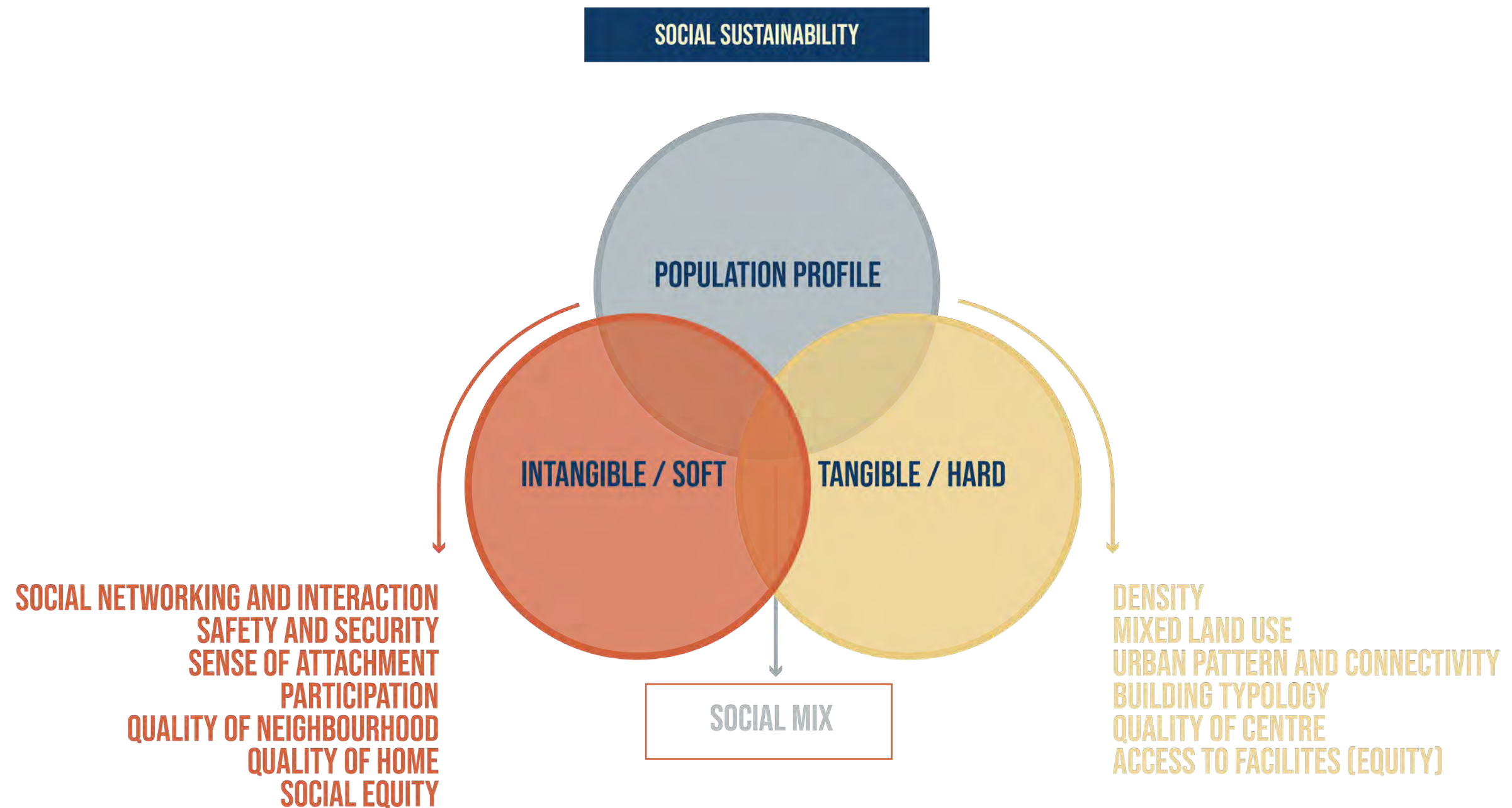
3. SOCIAL SUSTAINABILITY | INTANGIBLE



3. SOCIAL SUSTAINABILITY | TANGIBLE



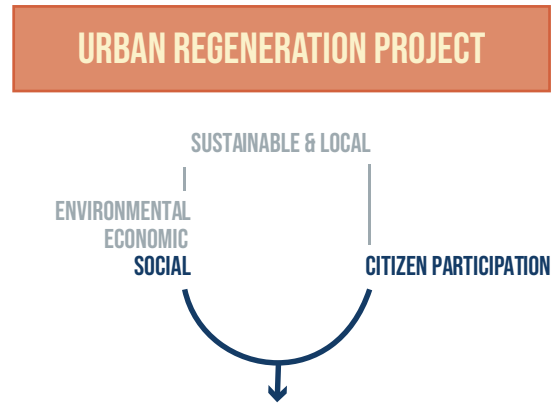
3. SOCIAL SUSTAINABILITY | POPULATION



CONCEPTS

4. CONNECT THE CONCEPTS

THEORETICAL FRAMEWORK



THE CITIZEN PARTICIPATION PROCESS

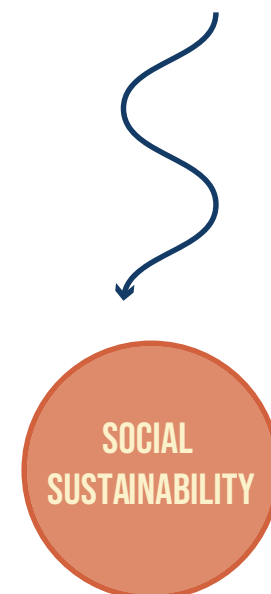


CITIZEN PARTICIPATION PROCESS ASSOCIATED BENEFITS

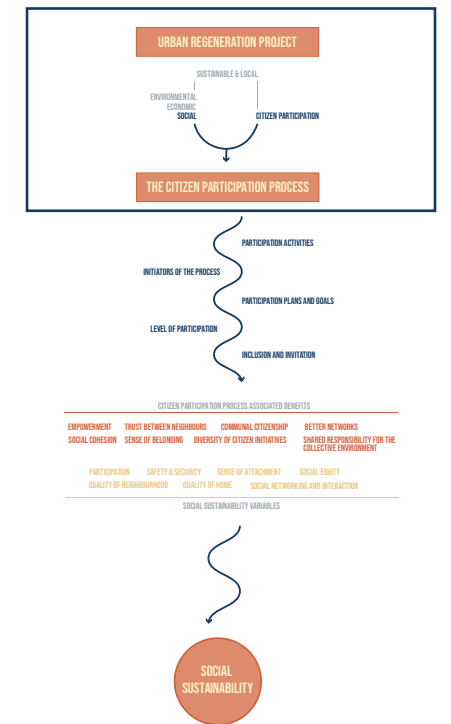
- EMPOWERMENT
- TRUST BETWEEN NEIGHBOURS
- COMMUNAL CITIZENSHIP
- BETTER NETWORKS
- SOCIAL COHESION
- SENSE OF BELONGING
- DIVERSITY OF CITIZEN INITIATIVES
- SHARED RESPONSIBILITY FOR THE COLLECTIVE ENVIRONMENT

- PARTICIPATION
- SAFETY & SECURITY
- SENSE OF ATTACHMENT
- SOCIAL EQUITY
- QUALITY OF NEIGHBOURHOOD
- QUALITY OF HOME
- SOCIAL NETWORKING AND INTERACTION

SOCIAL SUSTAINABILITY VARIABLES



THEORETICAL FRAMEWORK



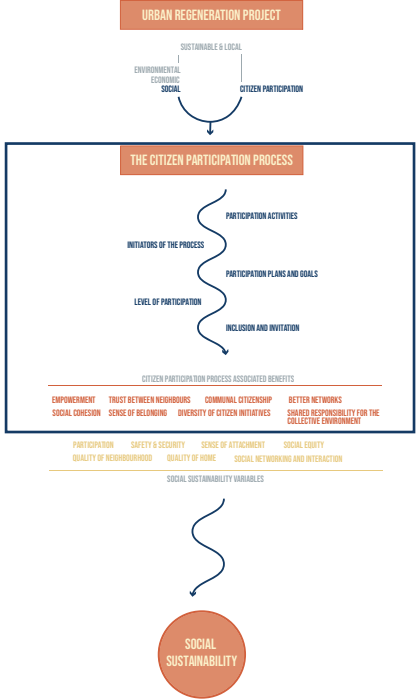
THEORETICAL FRAMEWORK

THE CITIZEN PARTICIPATION PROCESS



CITIZEN PARTICIPATION PROCESS ASSOCIATED BENEFITS

- EMPOWERMENT
- TRUST BETWEEN NEIGHBOURS
- COMMUNAL CITIZENSHIP
- BETTER NETWORKS
- SOCIAL COHESION
- SENSE OF BELONGING
- DIVERSITY OF CITIZEN INITIATIVES
- SHARED RESPONSIBILITY FOR THE COLLECTIVE ENVIRONMENT

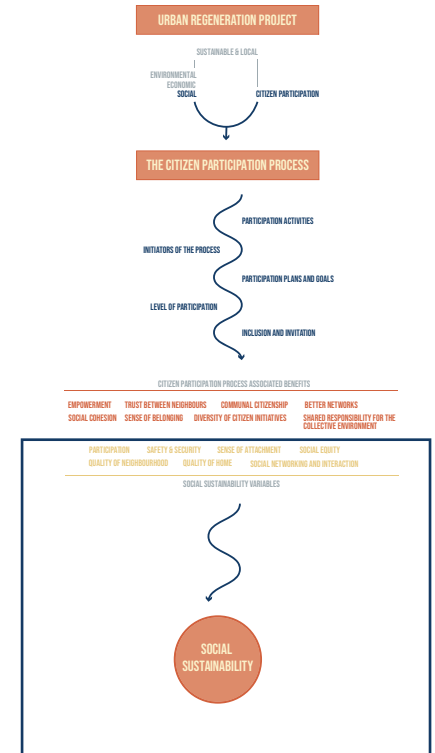


THEORETICAL FRAMEWORK

CITIZEN PARTICIPATION PROCESS ASSOCIATED BENEFITS



SOCIAL SUSTAINABILITY VARIABLES



HYPOTHESIS

SOCIAL SUSTAINABILITY CAN BE IMPLEMENTED OR STRENGTHENED IN A NEIGHBOURHOOD THROUGH A PRIVATE-LED CITIZEN PARTICIPATION PROCESS IN AN URBAN REGENERATION PROJECT.

HYPOTHESIS

**SOCIAL SUSTAINABILITY CAN BE IMPLEMENTED OR STRENGTHENED IN A
NEIGHBOURHOOD THROUGH A PRIVATE-LED CITIZEN PARTICIPATION PROCESS IN AN
URBAN REGENERATION PROJECT.**

HYPOTHESIS

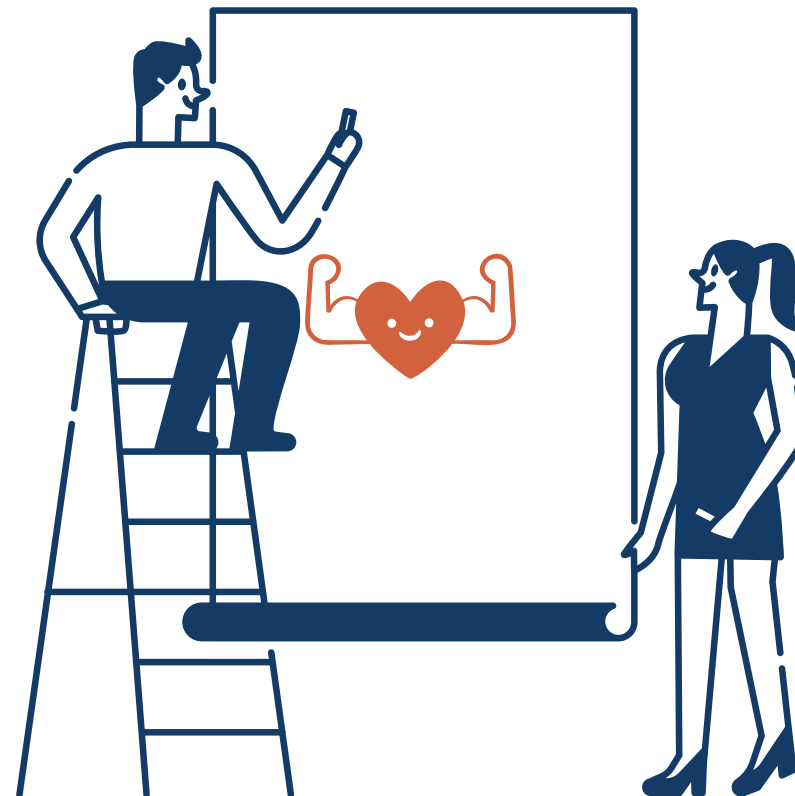
**SOCIAL SUSTAINABILITY CAN BE IMPLEMENTED OR STRENGTHENED IN A
NEIGHBOURHOOD THROUGH A PRIVATE-LED CITIZEN PARTICIPATION PROCESS IN AN
URBAN REGENERATION PROJECT.**

3 RESEARCH QUESTION



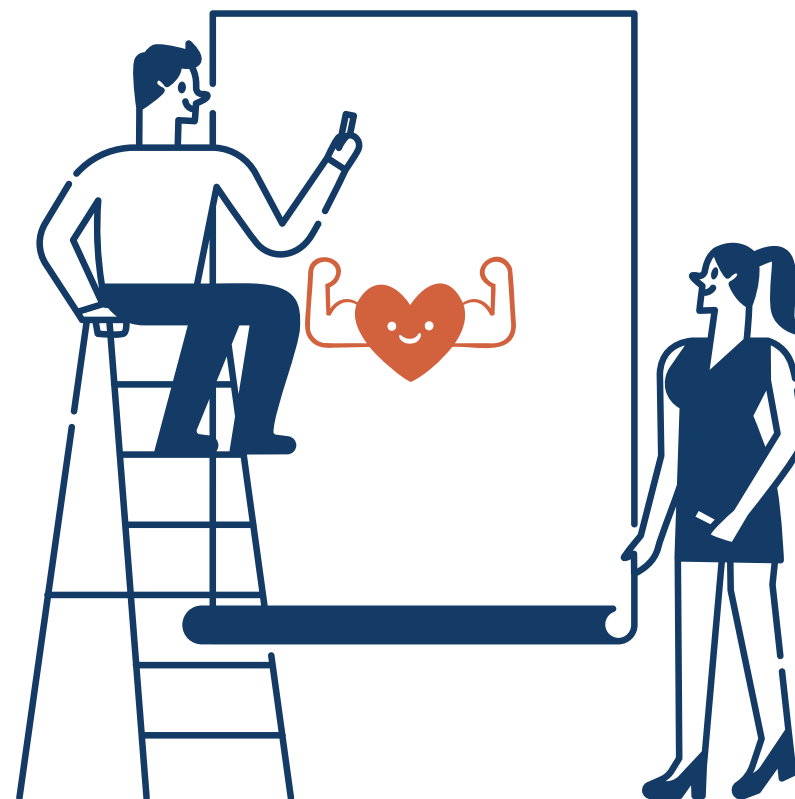
MAIN QUESTION

“TO WHAT EXTENT CAN THE PRIVATE-LED CITIZEN PARTICIPATION PROCESS DURING REGENERATION PROJECTS INFLUENCE SOCIAL SUSTAINABILITY IN A NEIGHBOURHOOD?”



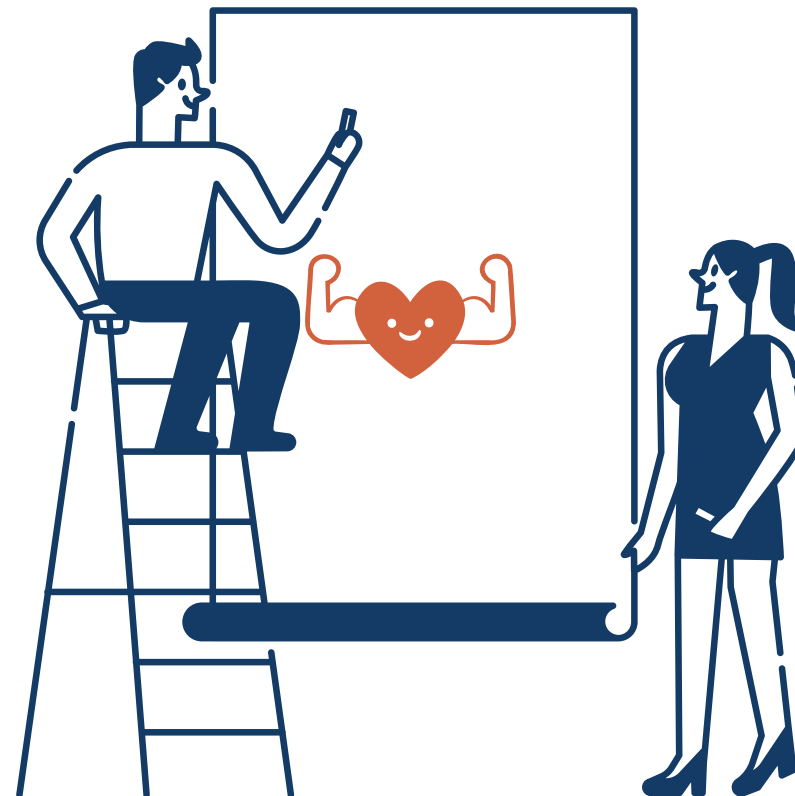
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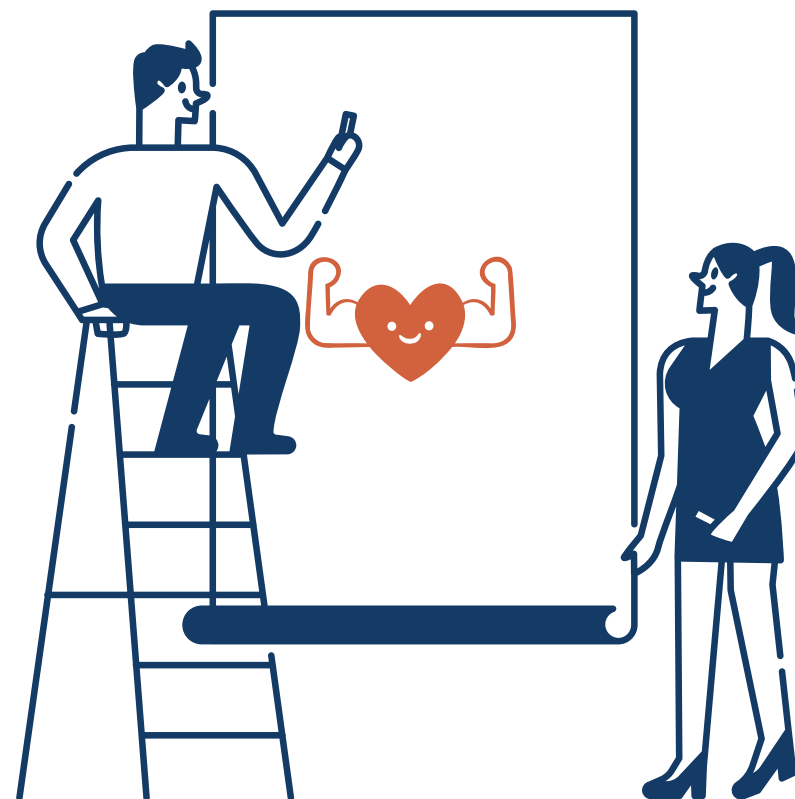
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MAIN QUESTION

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THEMES

1. THE CITIZEN PARTICIPATION PROCESS

THEMES

1. THE CITIZEN PARTICIPATION PROCESS

2. SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

THEMES

1. THE CITIZEN PARTICIPATION PROCESS

2. SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

3. CONTRIBUTION OF PARTICIPATION AND PROJECT ACTIONS TO THE PROJECT GOALS

4 CASE ANALYSIS



CASES

SCHIEDAM NIEUWE WETENSCHAPPERSBUURT



UTRECHT OVERVECHT NOORD



GRADUATION COMPANY



METHODS

CASE STUDIES

- DOCUMENT ANALYSES

- 18 SEMI STRUCTURED INTERVIEWS

- 400 SURVEYS (20 RETURNED)

CASE ANALYSIS STRUCTURE

0. INTRODUCTION

1. THE CITIZEN PARTICIPATION PROCESS

2. SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

3. CONTRIBUTION OF PARTICIPATION AND PROJECT ACTIONS TO THE PROJECT GOALS

CASES

SCHIEDAM NIEUWE WETENSCHAPPERSBUURT



UTRECHT OVERVECHT NOORD



CASES | NIEUWE WETENSCHAPPERSBUURT

OLD SITUATION



NIEUWE WETENSCHAPPERSBUURT | INTRODUCTION

- SOCIAL AND PHYSICAL GOALS

NIEUWE WETENSCHAPPERSBUURT | INTRODUCTION

- SOCIAL AND PHYSICAL GOALS

- DECREASE & DIVERSIFY AMOUNT OF HOUSING

NIEUWE WETENSCHAPPERSBUURT | INTRODUCTION

- SOCIAL AND PHYSICAL GOALS

- DECREASE & DIVERSIFY AMOUNT OF HOUSING

- BASE PROJECT ON CITIZEN INPUT WITH CREATIVE APPROACH

NIEUWE WETENSCHAPPERSBUURT | INTRODUCTION

- SOCIAL AND PHYSICAL GOALS

- DECREASE & DIVERSIFY AMOUNT OF HOUSING

- BASE PROJECT ON CITIZEN INPUT WITH CREATIVE APPROACH

- REALIZED

NIEUWE WETENSCHAPPERSBUURT | INTRODUCTION

OLD SITUATION



NEW SITUATION



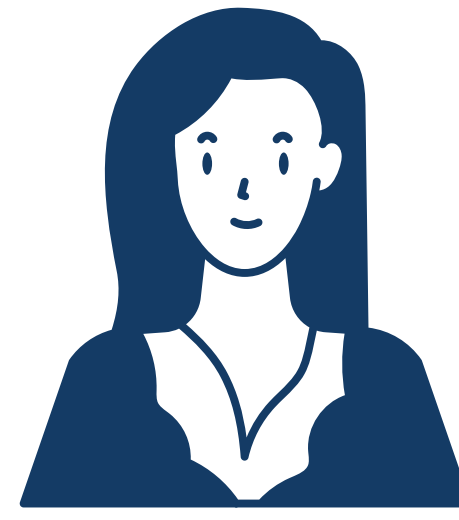
NIEUWE WETENSCHAPPERSBUURT | STAKEHOLDERS



HOUSING ASSOCIATION



MUNICIPALITY



DEVELOPER

NIEUWE WETENSCHAPPERSBUURT | STAKEHOLDER VALUES

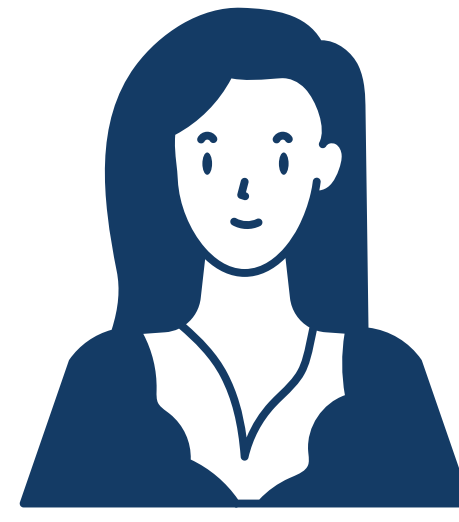
IMPROVE LIVEABILITY OF NEIGHBOURHOOD



HOUSING ASSOCIATION



MUNICIPALITY



DEVELOPER

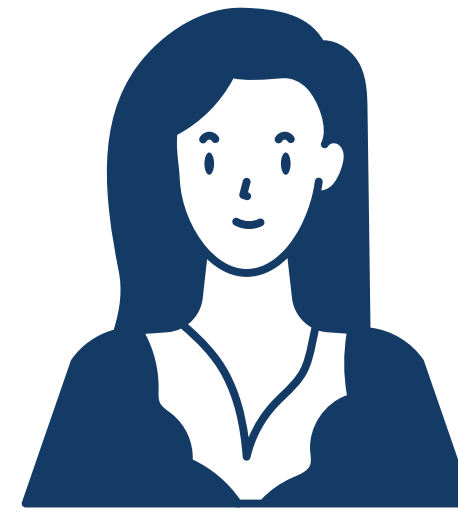
IMPROVE LIVEABILITY OF NEIGHBOURHOOD



HOUSING ASSOCIATION



MUNICIPALITY



DEVELOPER

**DIVERSIFY +
UPDATE
PORTFOLIO**

IMPROVE LIVEABILITY OF NEIGHBOURHOOD



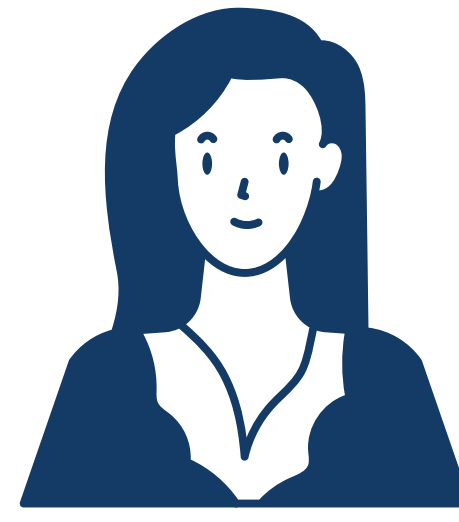
HOUSING ASSOCIATION

**DIVERSIFY +
UPDATE
PORTFOLIO**



MUNICIPALITY

IMPROVE CITY



DEVELOPER

IMPROVE LIVEABILITY OF NEIGHBOURHOOD



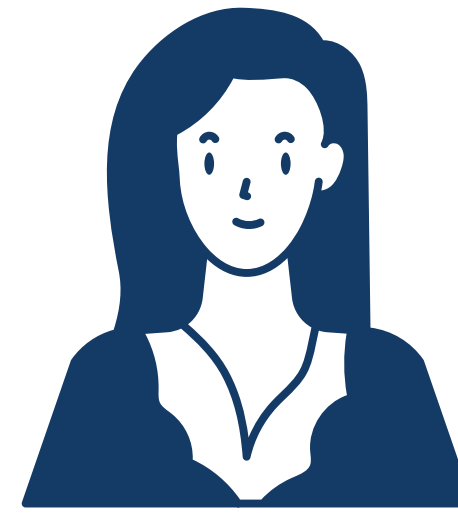
HOUSING ASSOCIATION

**DIVERSIFY +
UPDATE
PORTFOLIO**



MUNICIPALITY

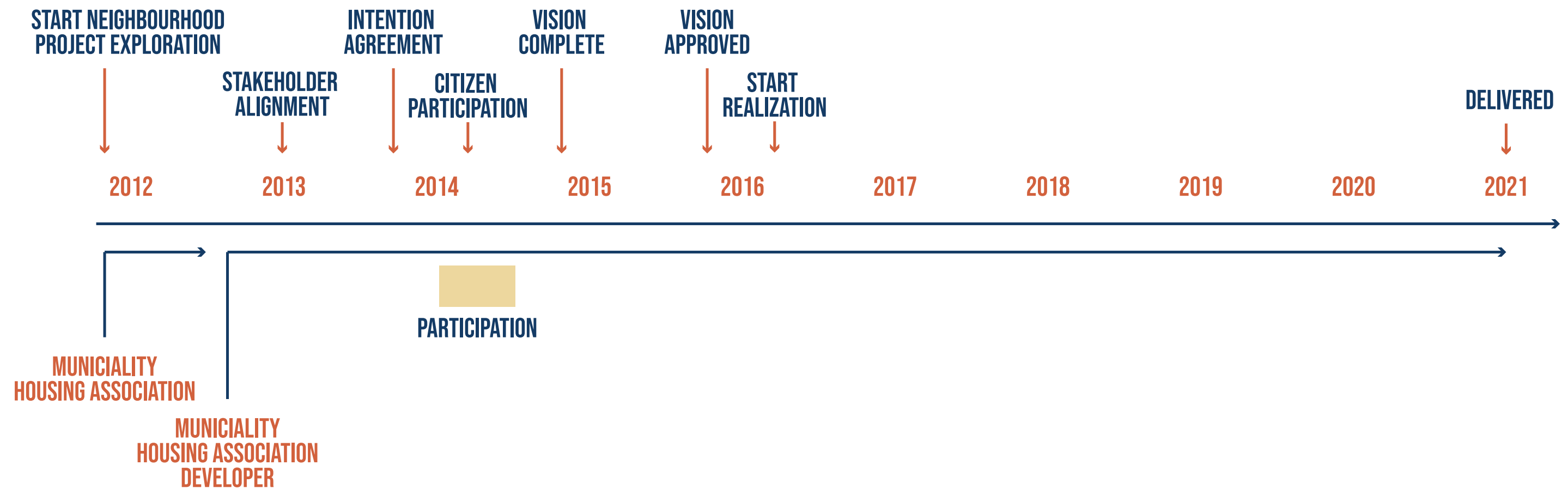
IMPROVE CITY



DEVELOPER

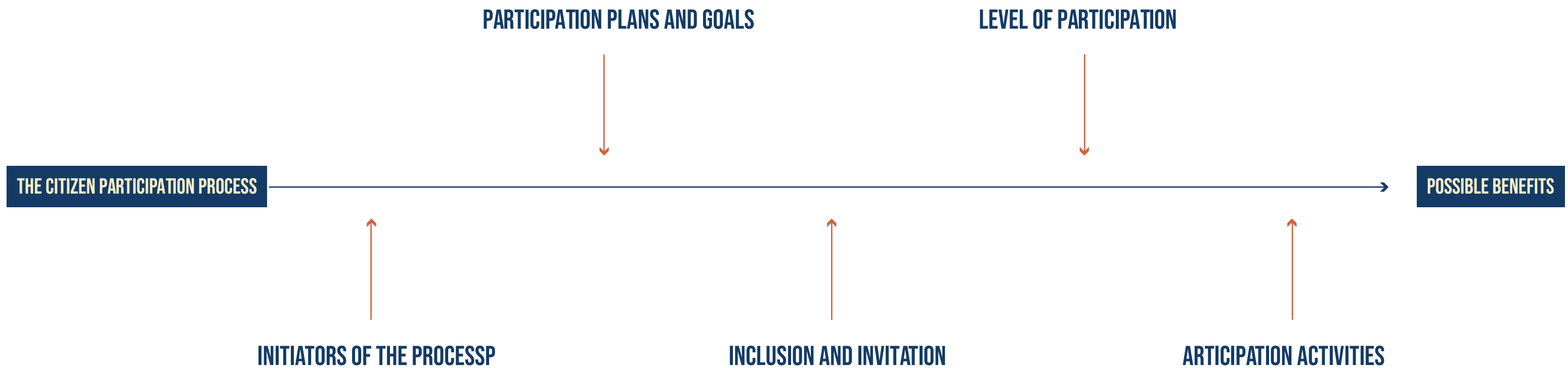
**FEASIBLE
BUSINESS
CASE**

NIEUWE WETENSCHAPPERSBUURT | TIMELINE

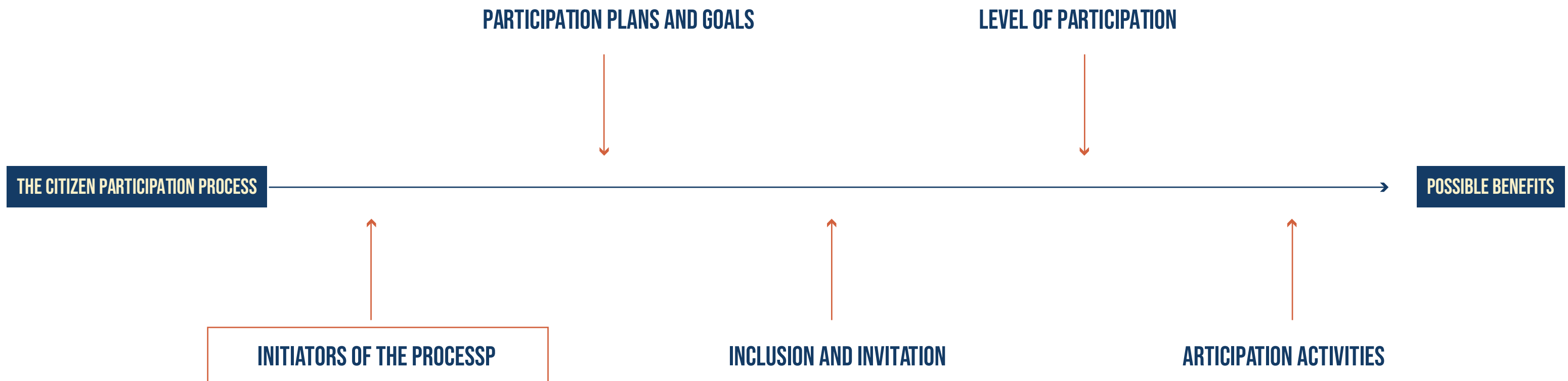


CITIZEN PARTICIPATION PROCESS

NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS



NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS



NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS

INITIATORS



HOUSING ASSOCIATION



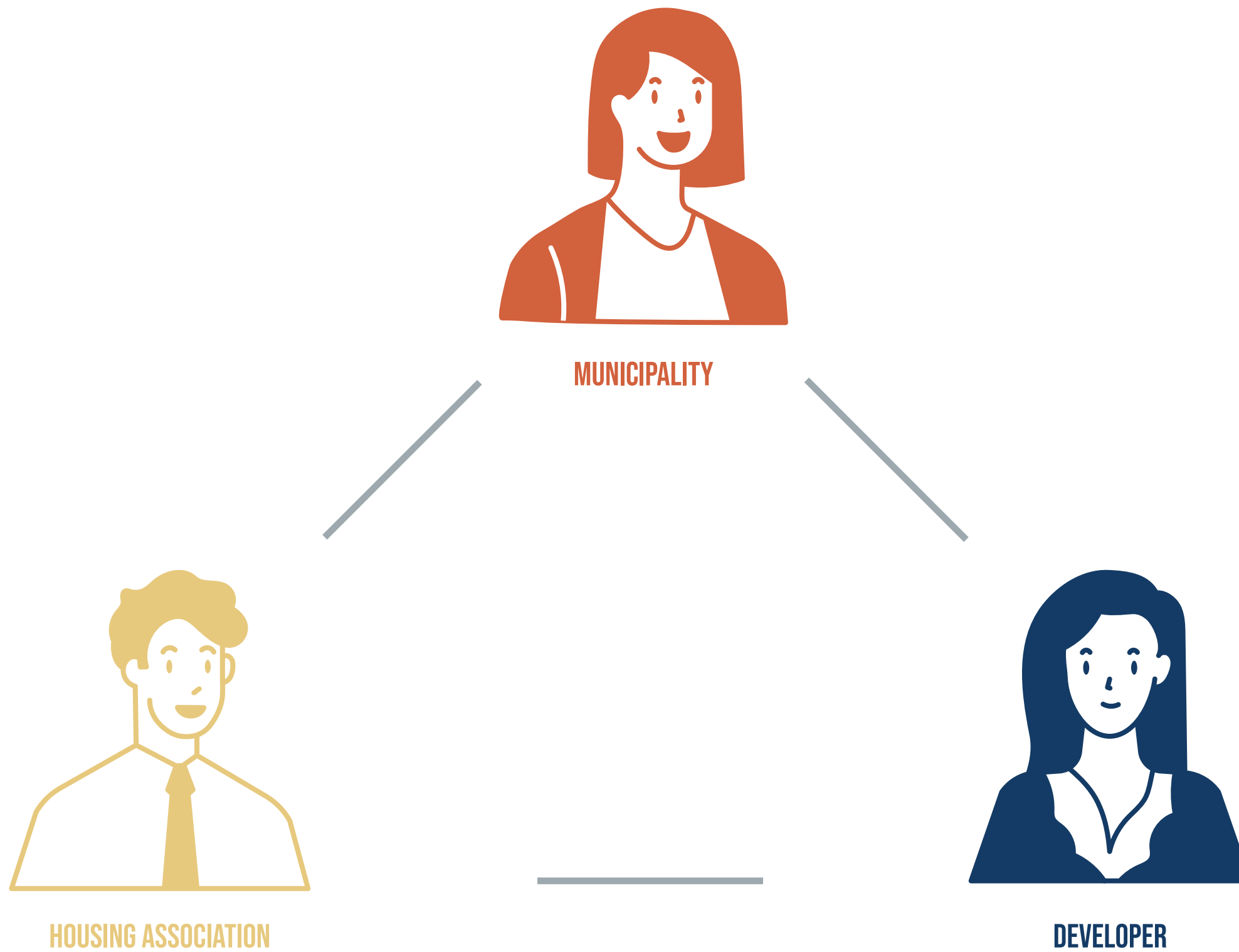
MUNICIPALITY



DEVELOPER

NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS

INITIATORS



NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS

INITIATORS



MUNICIPALITY

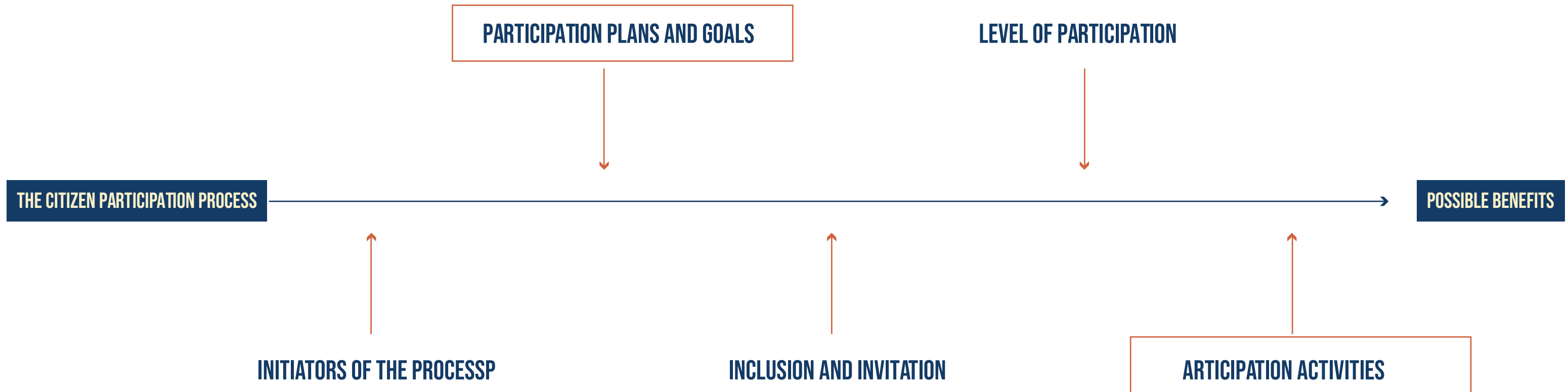


HOUSING ASSOCIATION



DEVELOPER

NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS



NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS

GOALS & PLANS
ACTIVITIES



- PARTICIPATION AS BASIS FOR VISION

NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS

GOALS & PLANS

ACTIVITIES



- PARTICIPATION AS BASIS FOR VISION

- INVOLVE LOCAL CHILDREN BEFORE
ADULTS

NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS

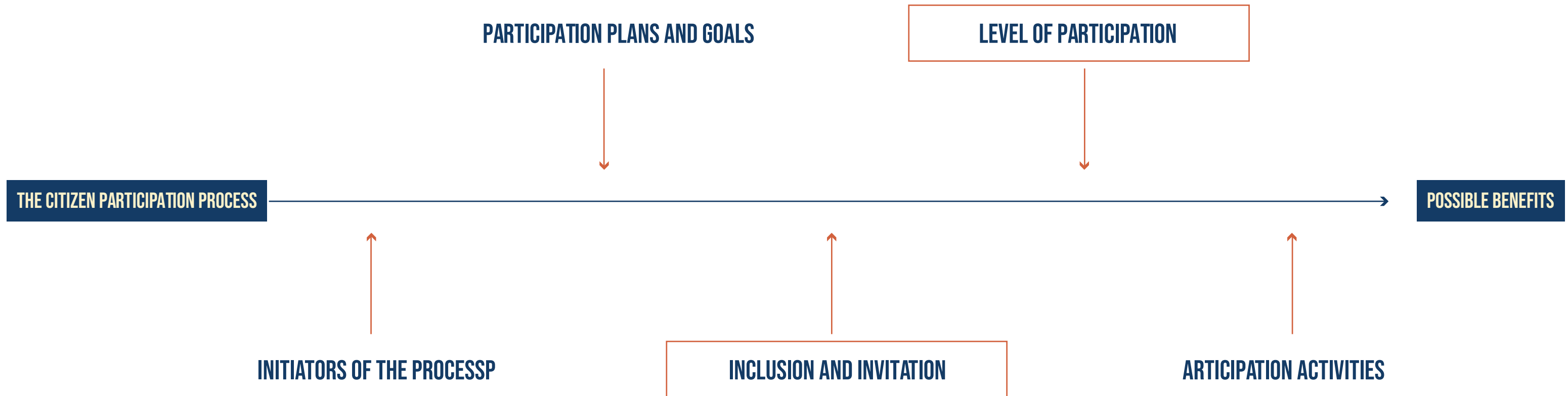
GOALS & PLANS

ACTIVITIES



- PARTICIPATION AS BASIS FOR VISION
- INVOLVE LOCAL CHILDREN BEFORE ADULTS
- TO AVOID UNNECESSARY DISCUSSIONS

NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS



NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS

INCLUSION AND INVITATION

LEVEL OF PARTICIPATION



**- INCLUDING FORMER CITIZENS - NOT
NEW CITIZENS**

NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS

INCLUSION AND INVITATION

LEVEL OF PARTICIPATION



- INCLUDING FORMER CITIZENS - NOT
NEW CITIZENS

- HIGH INFLUENCE OF CITIZENS

NIEUWE WETENSCHAPPERSBUURT | CITIZEN PARTICIPATION PROCESS

INCLUSION AND INVITATION

LEVEL OF PARTICIPATION



- INCLUDING FORMER CITIZENS - NOT
NEW CITIZENS

- HIGH INFLUENCE OF CITIZENS

- OUTCOMES SUCH AS FEELINGS OF
OWNERSHIP AND PROUDNESS

SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

NIEUWE WETENSCHAPPERSBUURT | SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS



NIEUWE WETENSCHAPPERSBUURT | SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

VISION



NIEUWE WETENSCHAPPERSBUURT | SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

OWNERSHIP OF THE PUBLIC SPACE

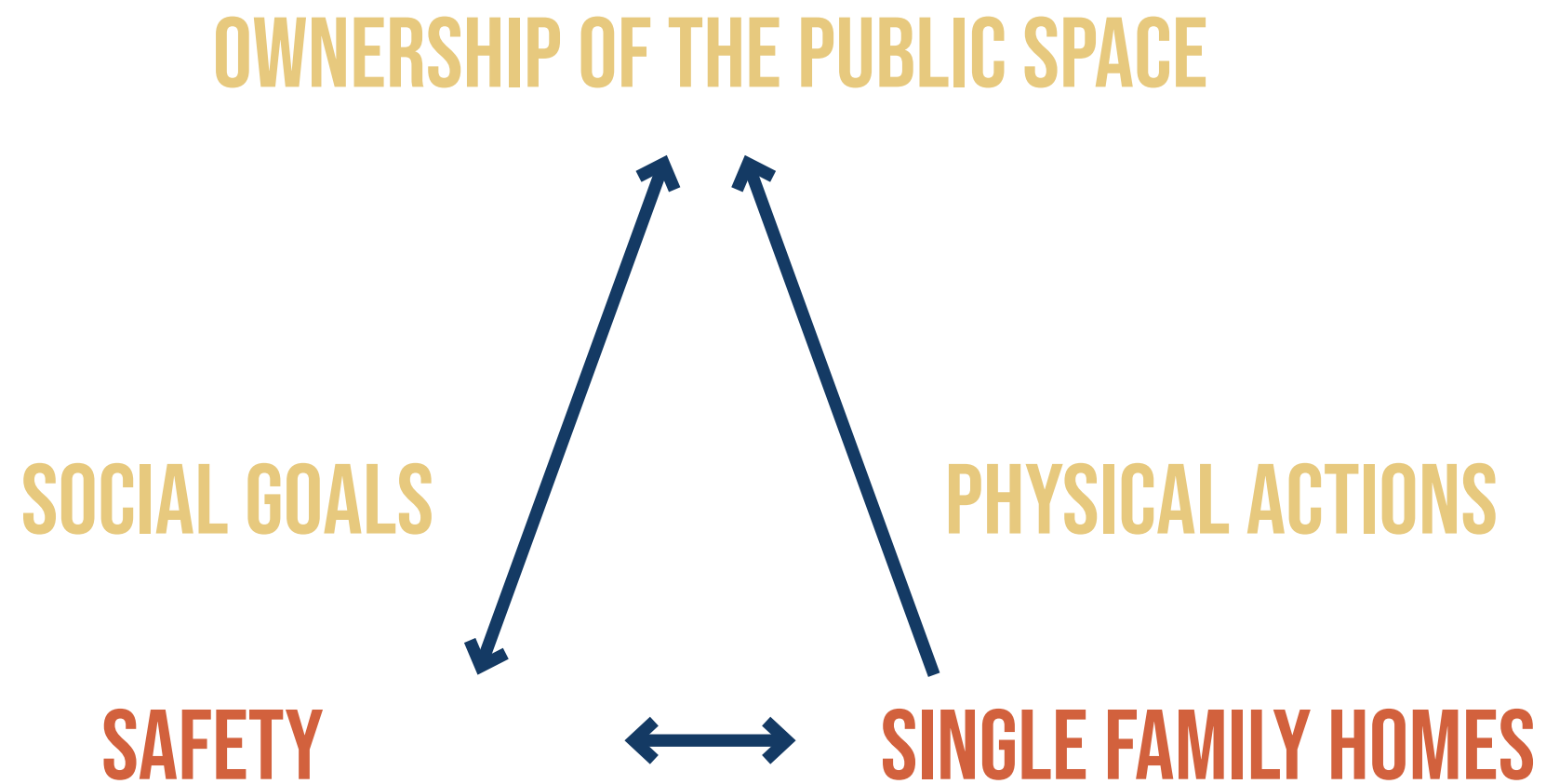
NIEUWE WETENSCHAPPERSBUURT | SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

OWNERSHIP OF THE PUBLIC SPACE

SOCIAL GOALS

PHYSICAL ACTIONS

NIEUWE WETENSCHAPPERSBUURT | SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS



INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS

NIEUWE WETENSCHAPPERSBUURT | INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS



**- PHYSICAL PROJECT ACTIONS INFLUENCE THE
PROJECT GOALS**

NIEUWE WETENSCHAPPERSBUURT | INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS



- PHYSICAL PROJECT ACTIONS INFLUENCE THE PROJECT GOALS

- PARTICIPATION PROCESS DIRECTLY INFLUENCED THE VISION AND PHYSICAL OUTCOMES

NIEUWE WETENSCHAPPERSBUURT | INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS



- PHYSICAL PROJECT ACTIONS INFLUENCE THE PROJECT GOALS
- PARTICIPATION PROCESS DIRECTLY INFLUENCED THE VISION AND PHYSICAL OUTCOMES
- PARTICIPATION PROCESS HAS A POSITIVE OUTCOME WITH THE CITIZENS INVOLVED IN THE PARTICIPATION

NIEUWE WETENSCHAPPERSBUURT | INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS



- PHYSICAL PROJECT ACTIONS INFLUENCE THE PROJECT GOALS
- PARTICIPATION PROCESS DIRECTLY INFLUENCED THE VISION AND PHYSICAL OUTCOMES
- PARTICIPATION PROCESS HAS A POSITIVE OUTCOME WITH THE CITIZENS INVOLVED IN THE PARTICIPATION
- NOT INCLUDING NEW/FUTURE CITIZENS IN THE PARTICIPATION PROCESS DISCONNECTS THE PHYSICAL ACTIONS AND SOCIAL GOALS

NIEUWE WETENSCHAPPERSBUURT | LESSONS LEARNED



NIEUWE WETENSCHAPPERSBUURT | LESSONS LEARNED

- TRANSPARENCY, HONESTY AND TRUST ARE DRIVERS FOR A SUCCESSFUL AND RESPECTFUL PROJECT PROCESS**

NIEUWE WETENSCHAPPERSBUURT | LESSONS LEARNED

- TRANSPARENCY, HONESTY AND TRUST ARE DRIVERS FOR A SUCCESSFUL AND RESPECTFUL PROJECT PROCESS**
- CREATIVE APPROACHES TO CITIZEN PARTICIPATION CAN PREVENT UNNECESSARY DISCUSSIONS**

NIEUWE WETENSCHAPPERSBUURT | LESSONS LEARNED

- TRANSPARENCY, HONESTY AND TRUST ARE DRIVERS FOR A SUCCESSFUL AND RESPECTFUL PROJECT PROCESS**
- CREATIVE APPROACHES TO CITIZEN PARTICIPATION CAN PREVENT UNNECESSARY DISCUSSIONS**
- A HIGH LEVEL OF PARTICIPATION INFLUENCE STIMULATES THE PROJECT ENERGY**

NIEUWE WETENSCHAPPERSBUURT | LESSONS LEARNED

- TRANSPARENCY, HONESTY AND TRUST ARE DRIVERS FOR A SUCCESSFUL AND RESPECTFUL PROJECT PROCESS**
- CREATIVE APPROACHES TO CITIZEN PARTICIPATION CAN PREVENT UNNECESSARY DISCUSSIONS**
- A HIGH LEVEL OF PARTICIPATION INFLUENCE STIMULATES THE PROJECT ENERGY**
- CITIZEN PARTICIPATION CAN CONTRIBUTE TO ITS ASSOCIATED BENEFITS E.G. FEELINGS OF OWNERSHIP AND PROUDNESS**

NIEUWE WETENSCHAPPERSBUURT | LESSONS LEARNED

- TRANSPARENCY, HONESTY AND TRUST ARE DRIVERS FOR A SUCCESSFUL AND RESPECTFUL PROJECT PROCESS**
- CREATIVE APPROACHES TO CITIZEN PARTICIPATION CAN PREVENT UNNECESSARY DISCUSSIONS**
- A HIGH LEVEL OF PARTICIPATION INFLUENCE STIMULATES THE PROJECT ENERGY**
- CITIZEN PARTICIPATION CAN CONTRIBUTE TO ITS ASSOCIATED BENEFITS E.G. FEELINGS OF OWNERSHIP AND PROUDNESS**
- CITIZEN PARTICIPATION WITH NEW / FUTURE CITIZENS IS NEEDED TO IMPLEMENT SOCIAL GOALS OF A PROJECT**

CASES | UTRECHT OVERVECHT NOORD



UTRECHT OVERVECHT NOORD | INTRODUCTION

- SOCIAL AND PHYSICAL PROJECT GOALS

UTRECHT OVERVECHT NOORD | INTRODUCTION

- SOCIAL AND PHYSICAL PROJECT GOALS

- INCREASE & DIVERSIFY HOUSING STOCK

UTRECHT OVERVECHT NOORD | INTRODUCTION

- SOCIAL AND PHYSICAL PROJECT GOALS
- INCREASE & DIVERSIFY HOUSING STOCK
- **SOCIAL AMBITIONS HAVE CENTRAL POSITION**

UTRECHT OVERVECHT NOORD | INTRODUCTION

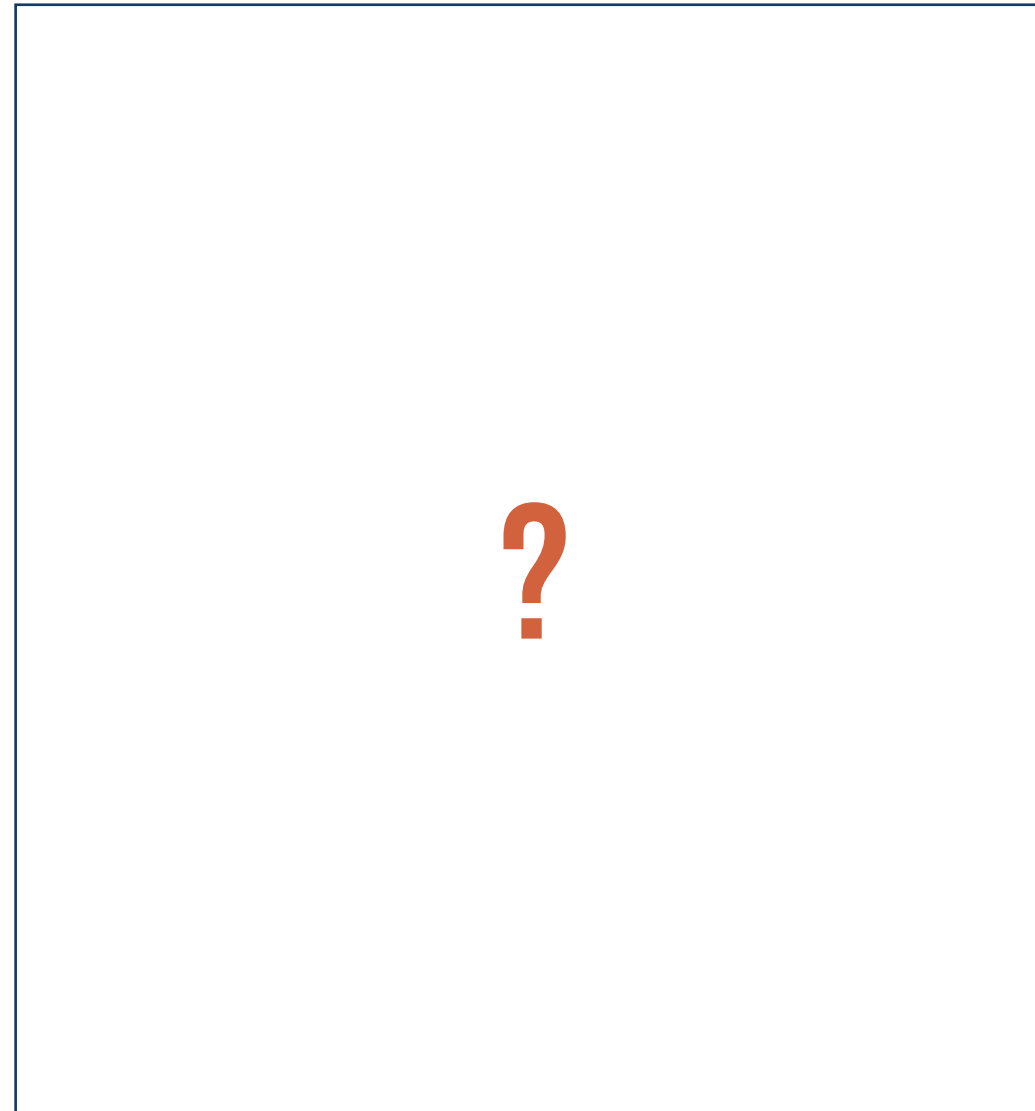
- SOCIAL AND PHYSICAL PROJECT GOALS
- INCREASE & DIVERSIFY HOUSING STOCK
- SOCIAL AMBITIONS HAVE CENTRAL POSITION
- INITIATIVE PHASE

UTRECHT OVERVECHT NOORD | INTRODUCTION

CURRENT SITUATION



NEW SITUATION



UTRECHT OVERVECHT NOORD | STAKEHOLDERS



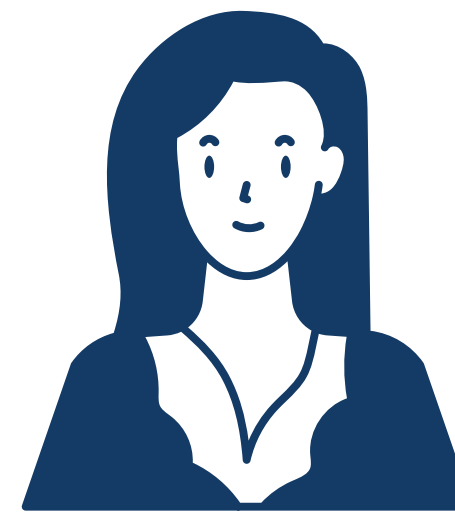
MUNICIPALITY



12 PARTIES



HOUSING ASSOCIATION



DEVELOPERS
INVESTORS



CITIZEN ORGANISATIONS

UTRECHT OVERVECHT NOORD | STAKEHOLDER VALUES

IMPROVE NEIGHBOURHOOD



MUNICIPALITY



HOUSING ASSOCIATION

**DEVELOPERS
INVESTORS**



CITIZEN ORGANISATIONS

UTRECHT OVERVECHT NOORD | STAKEHOLDER VALUES

IMPROVE NEIGHBOURHOOD



MUNICIPALITY



HOUSING ASSOCIATION

DEVELOPERS
INVESTORS



CITIZEN ORGANISATIONS

IMPROVE CITY

IMPROVE NEIGHBOURHOOD



MUNICIPALITY



HOUSING ASSOCIATION

DEVELOPERS
INVESTORS



CITIZEN ORGANISATIONS

IMPROVE CITY

DIVERSIFY + UPDATE PORTFOLIO

UTRECHT OVERVECHT NOORD | STAKEHOLDER VALUES

IMPROVE NEIGHBOURHOOD



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HOUSING ASSOCIATION

DEVELOPERS
INVESTORS



CITIZEN ORGANISATIONS

IMPROVE CITY

DIVERSIFY +
UPDATE
PORTFOLIO

FEASIBLE
BUSINESS
CASE

UTRECHT OVERVECHT NOORD | STAKEHOLDER VALUES

IMPROVE NEIGHBOURHOOD



MUNICIPALITY



HOUSING ASSOCIATION

DEVELOPERS
INVESTORS



CITIZEN ORGANISATIONS

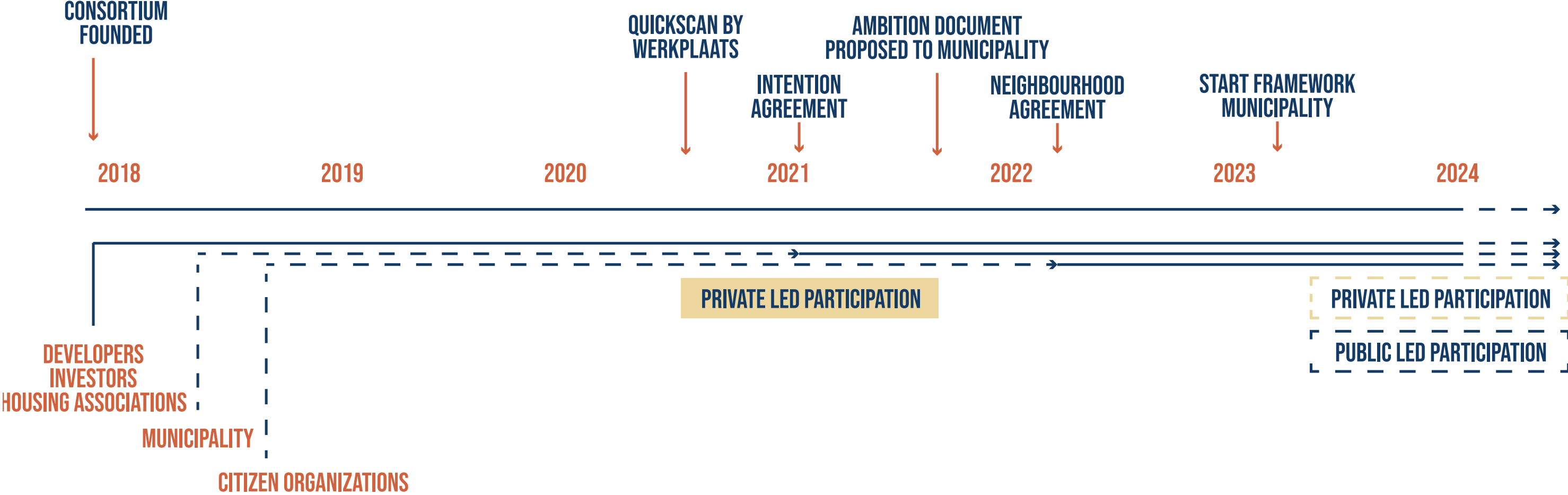
IMPROVE CITY

DIVERSIFY +
UPDATE
PORTFOLIO

FEASIBLE
BUSINESS
CASE

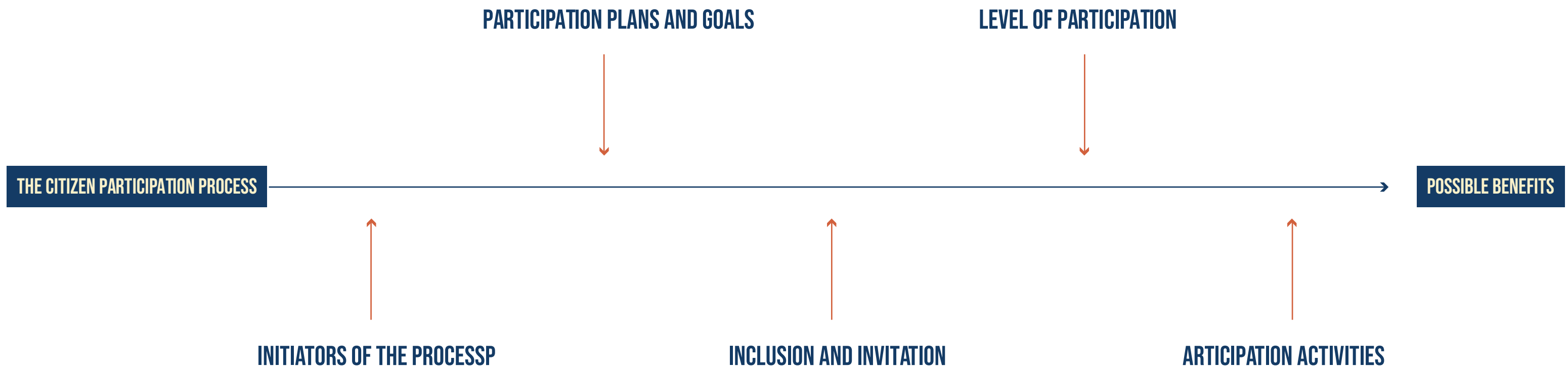
SAFEGUARD
CITIZEN
VALUES

UTRECHT OVERVECHT NOORD | TIMELINE

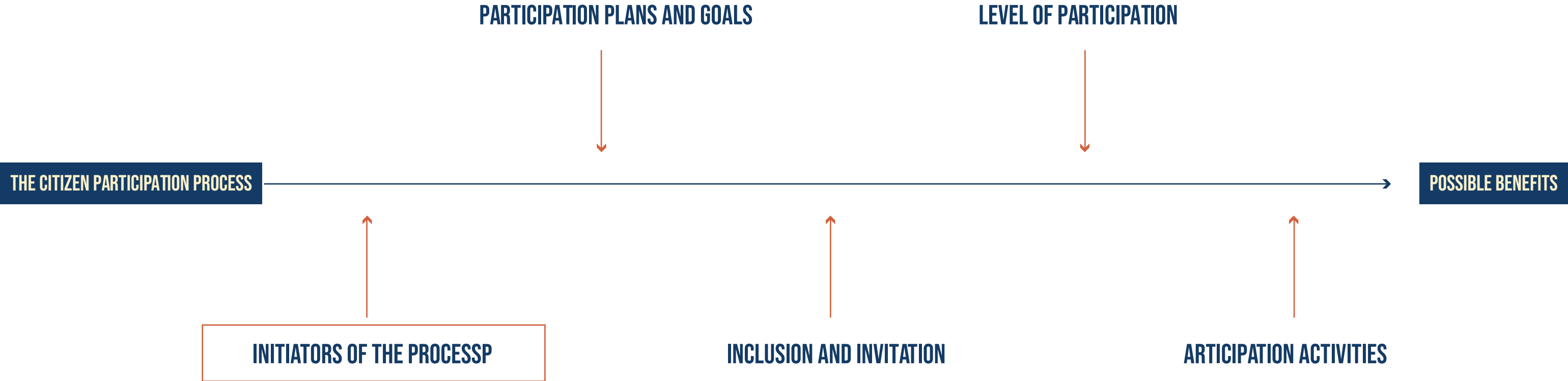


CITIZEN PARTICIPATION PROCESS

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS



UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS



UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

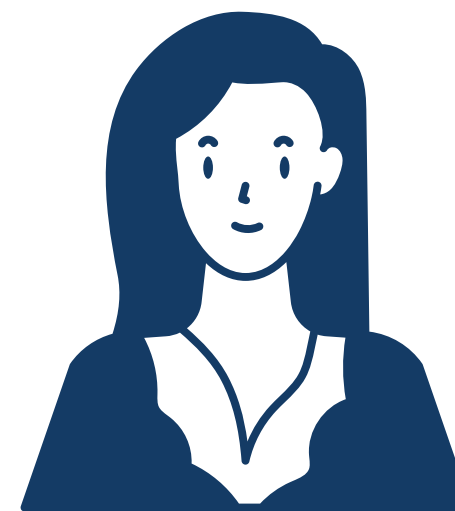
INITIATORS - 2018



12 PARTIES



HOUSING ASSOCIATION



DEVELOPERS
INVESTORS

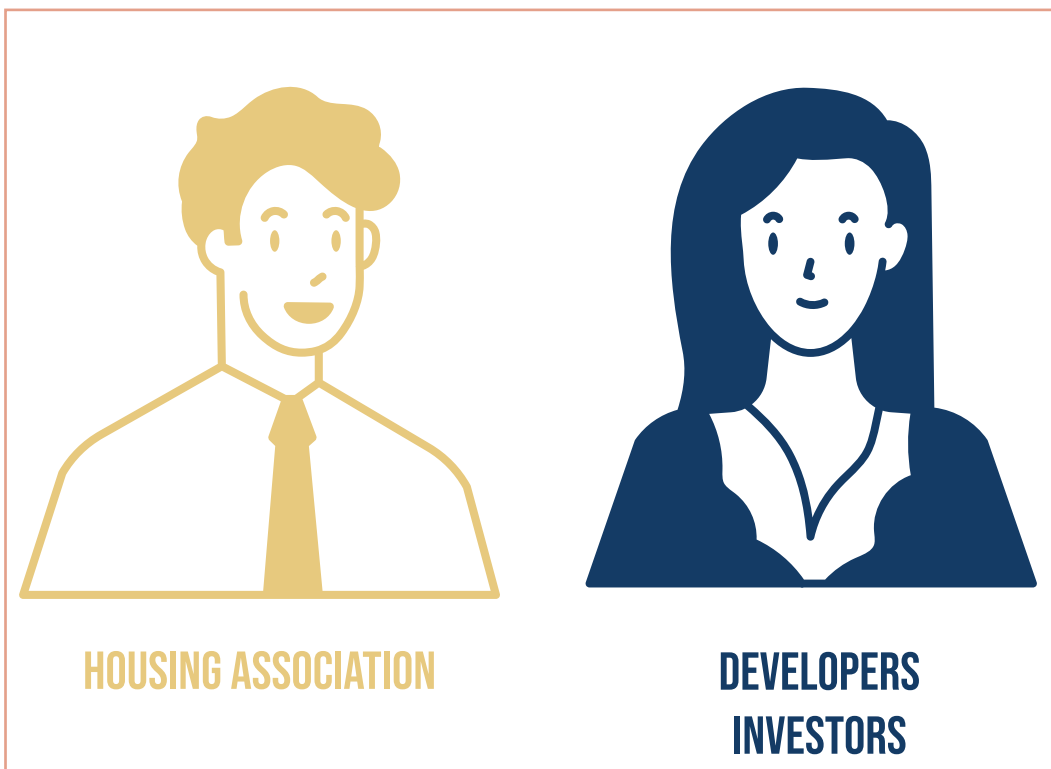
UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

INITIATORS

INTENTION AGREEMENT - 2021



MUNICIPALITY



HOUSING ASSOCIATION

DEVELOPERS
INVESTORS

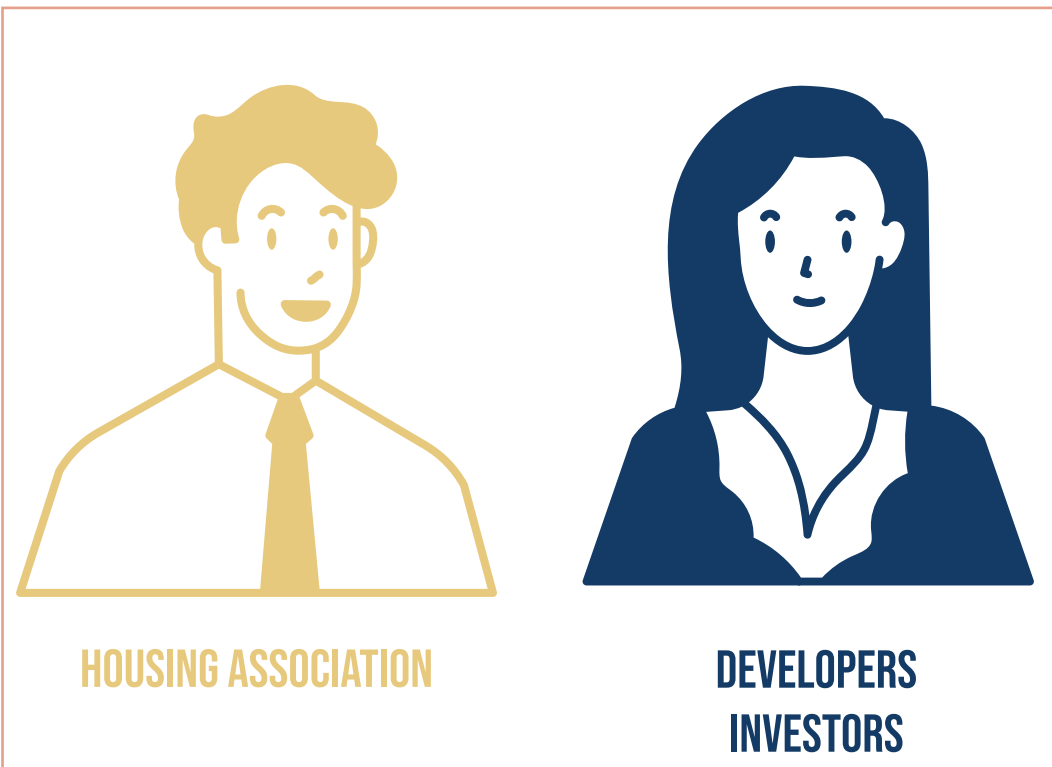
UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

INITIATORS

NEIGHBOURHOOD AGREEMENT - 2022



MUNICIPALITY



HOUSING ASSOCIATION

DEVELOPERS
INVESTORS



CITIZEN ORGANISATIONS

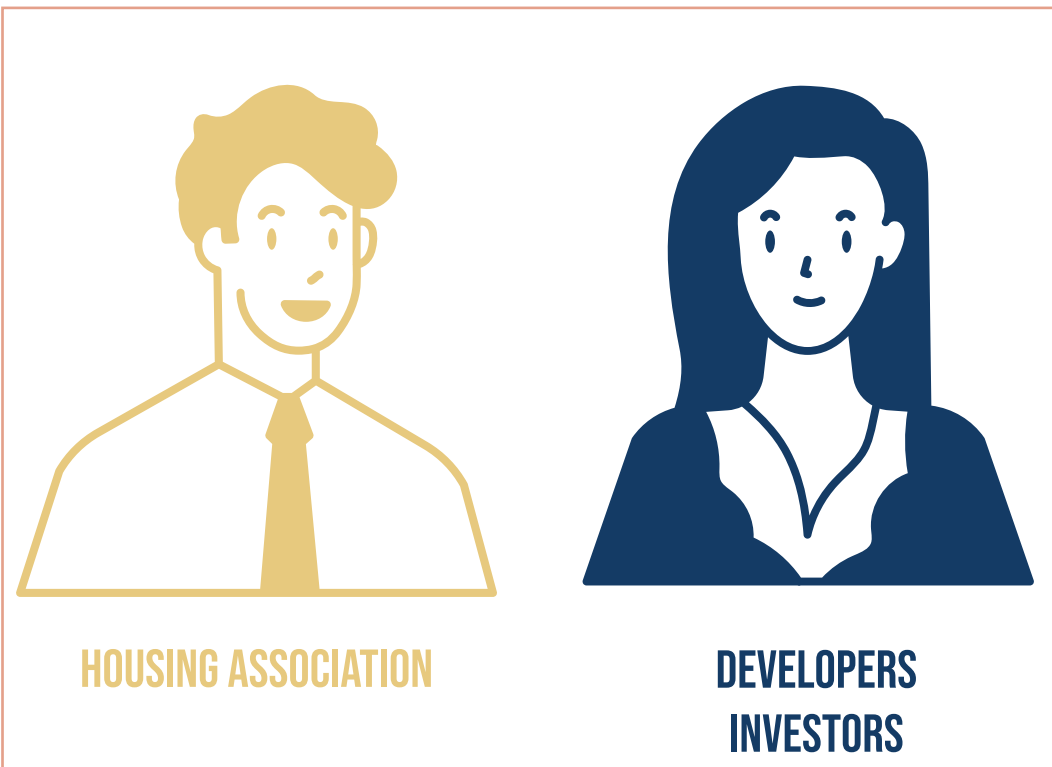
UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

INITIATORS

RELATIONSHIPS

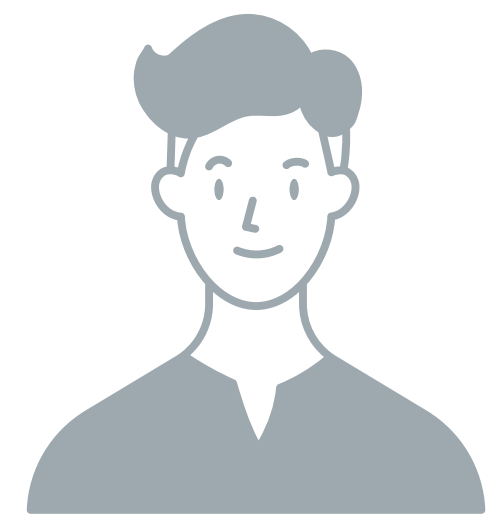


MUNICIPALITY



HOUSING ASSOCIATION

DEVELOPERS
INVESTORS



CITIZEN ORGANISATIONS

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

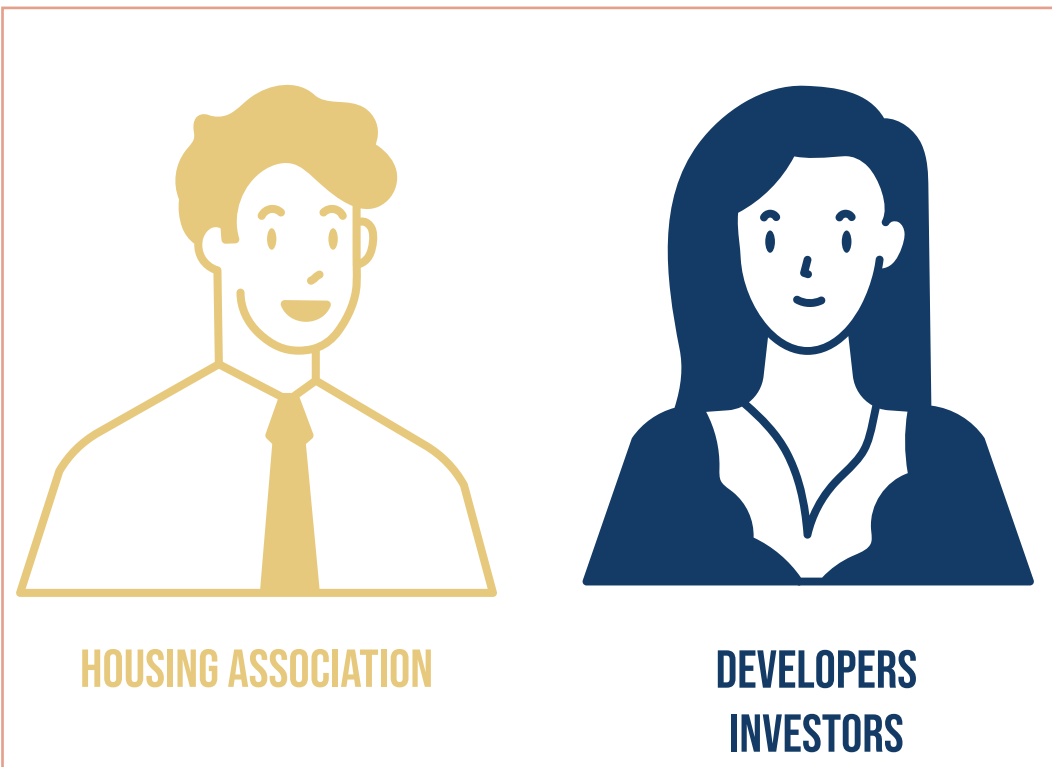
INITIATORS

RELATIONSHIPS

DISTRUST



MUNICIPALITY



HOUSING ASSOCIATION

DEVELOPERS
INVESTORS



CITIZEN ORGANISATIONS

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

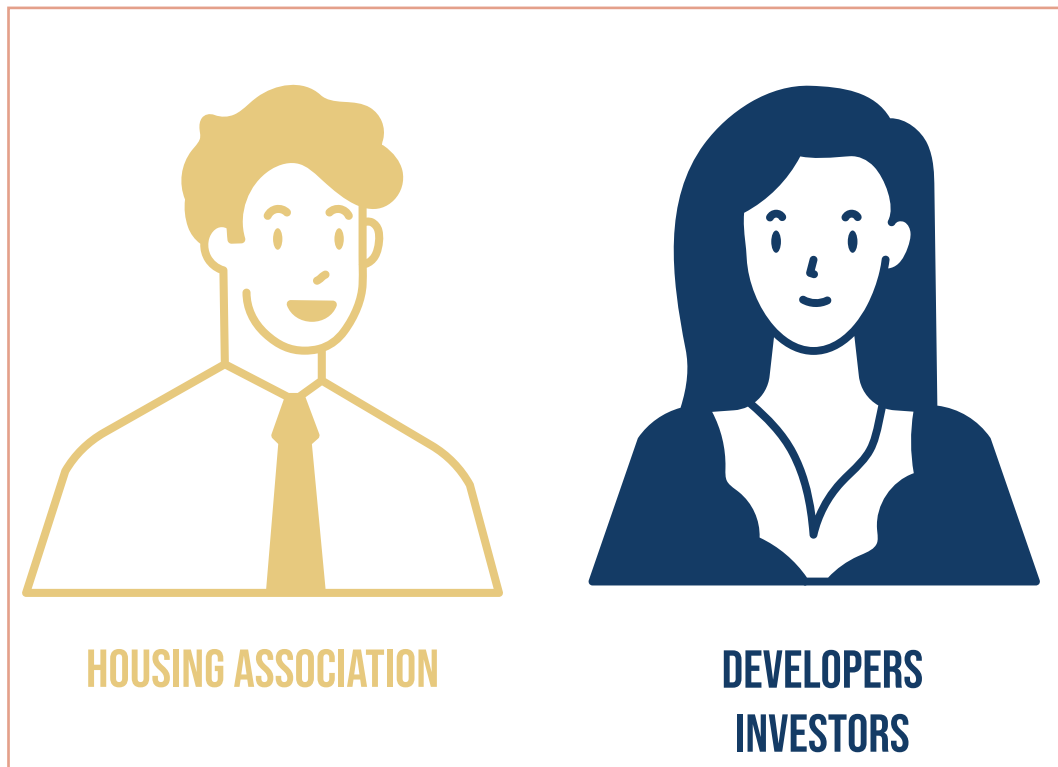
INITIATORS

RELATIONSHIPS

TRUST IS HARD TO GAIN, EASY TO LOSE



MUNICIPALITY



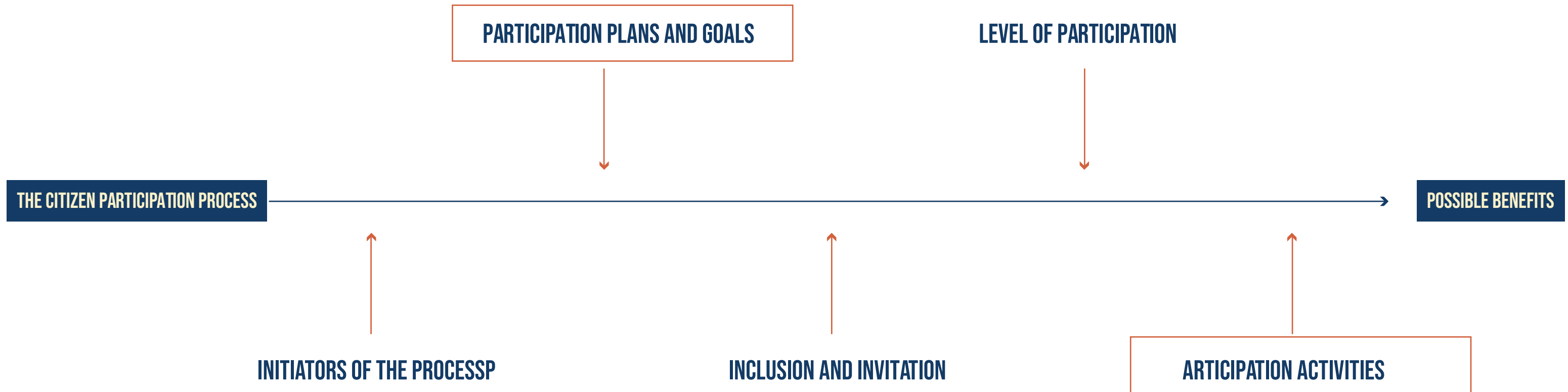
HOUSING ASSOCIATION

DEVELOPERS
INVESTORS



CITIZEN ORGANISATIONS

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS



UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

GOALS & PLANS

ACTIVITIES



- PARTICIPATION BASIS FOR AMBITION DOCUMENT

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

GOALS & PLANS

ACTIVITIES



- PARTICIPATION BASIS FOR AMBITION DOCUMENT

- RANGE OF ACTIVITIES

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

GOALS & PLANS

ACTIVITIES



- PARTICIPATION BASIS FOR AMBITION DOCUMENT

- RANGE OF ACTIVITIES

- FEEDBACK OF CITIZEN ORGANIZATIONS

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

GOALS & PLANS

ACTIVITIES



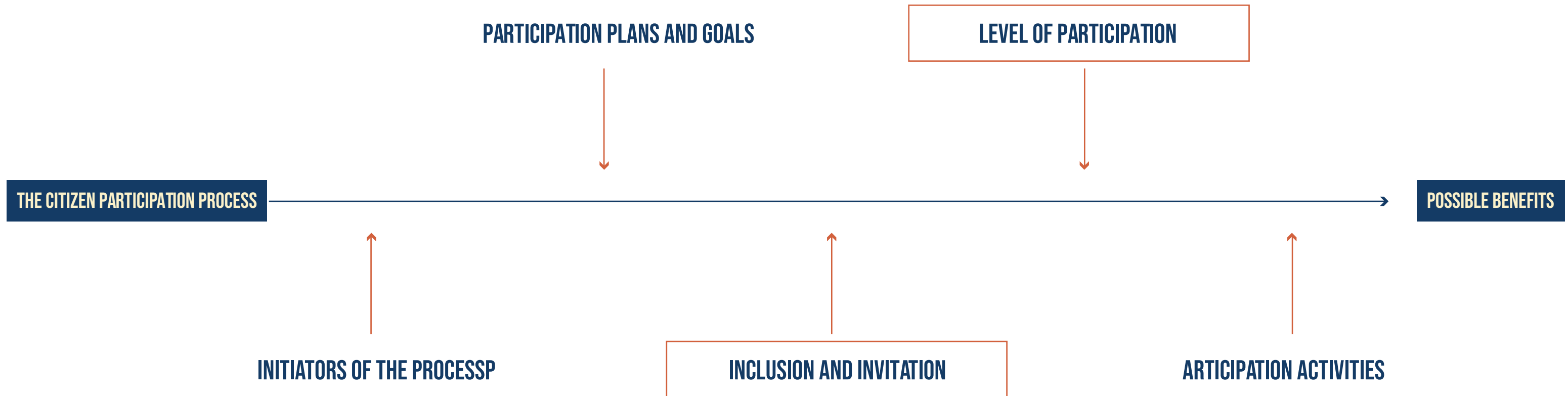
- PARTICIPATION BASIS FOR AMBITION DOCUMENT

- RANGE OF ACTIVITIES

- FEEDBACK OF CITIZEN ORGANIZATIONS

- OUTCOMES SUCH AS FEELING MORE CONNECTED TO NEIGHBOURHOOD

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS



UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

INCLUSION AND INVITATION

LEVEL OF PARTICIPATION



- MEDIUM INFLUENCE OF CITIZENS

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

INCLUSION AND INVITATION

LEVEL OF PARTICIPATION



- MEDIUM INFLUENCE OF CITIZENS

- SOMETIMES CONFUSION ABOUT INFLUENCE

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

INCLUSION AND INVITATION

LEVEL OF PARTICIPATION



- MEDIUM INFLUENCE OF CITIZENS

- SOMETIMES CONFUSION ABOUT INFLUENCE

- BROAD INVITATION

UTRECHT OVERVECHT NOORD | CITIZEN PARTICIPATION PROCESS

INCLUSION AND INVITATION

LEVEL OF PARTICIPATION



- MEDIUM INFLUENCE OF CITIZENS

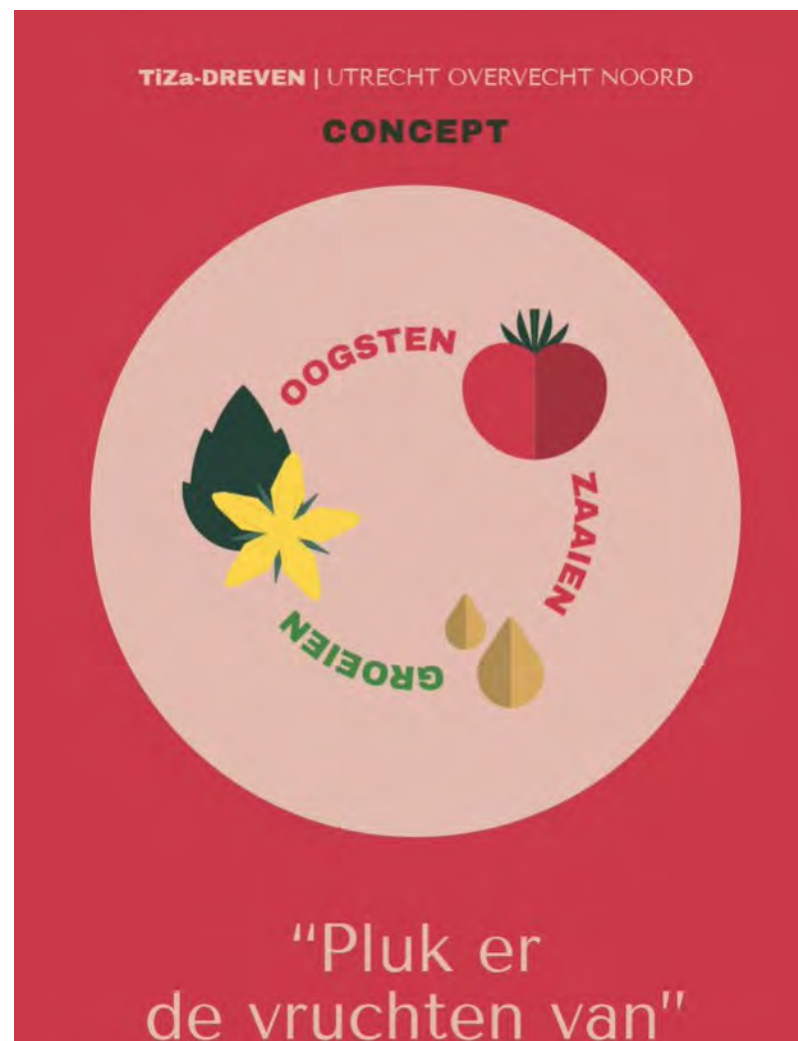
- SOMETIMES CONFUSION ABOUT INFLUENCE

- BROAD INVITATION

- HEAR BIG AND SMALL VOICES

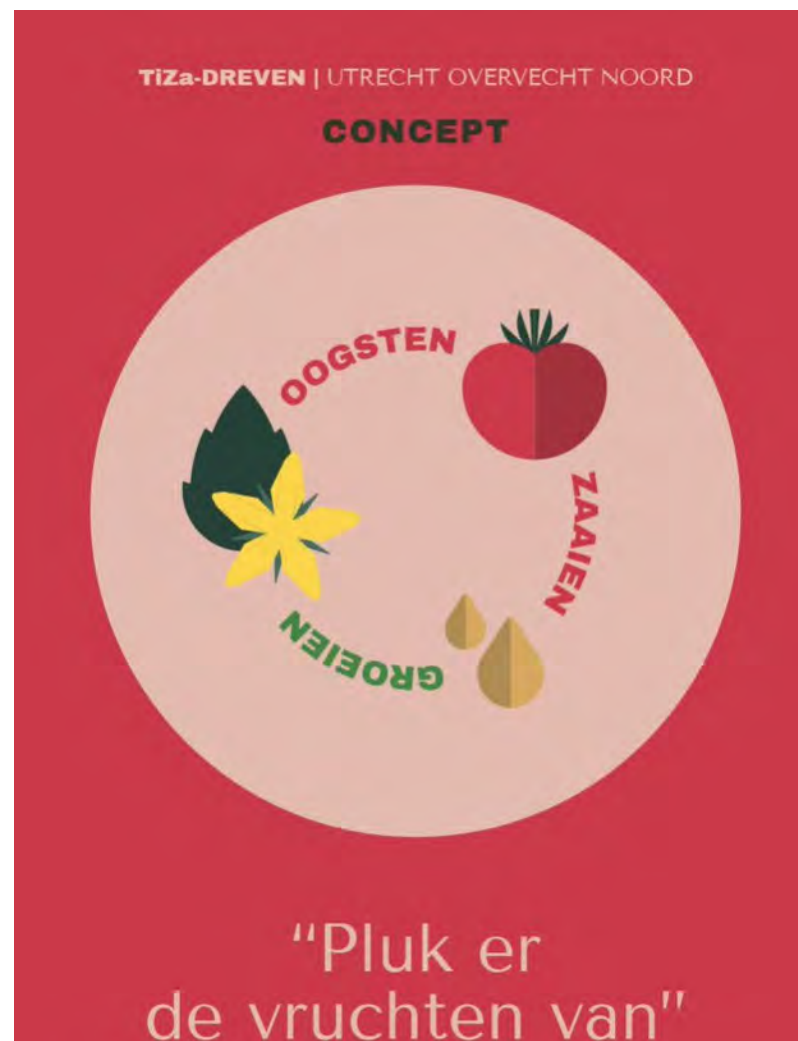
SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

UTRECHT OVERVECHT NOORD | SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS



UTRECHT OVERVECHT NOORD | SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

VISION



UTRECHT OVERVECHT NOORD | SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

SPONTANEOUS MEETINGS

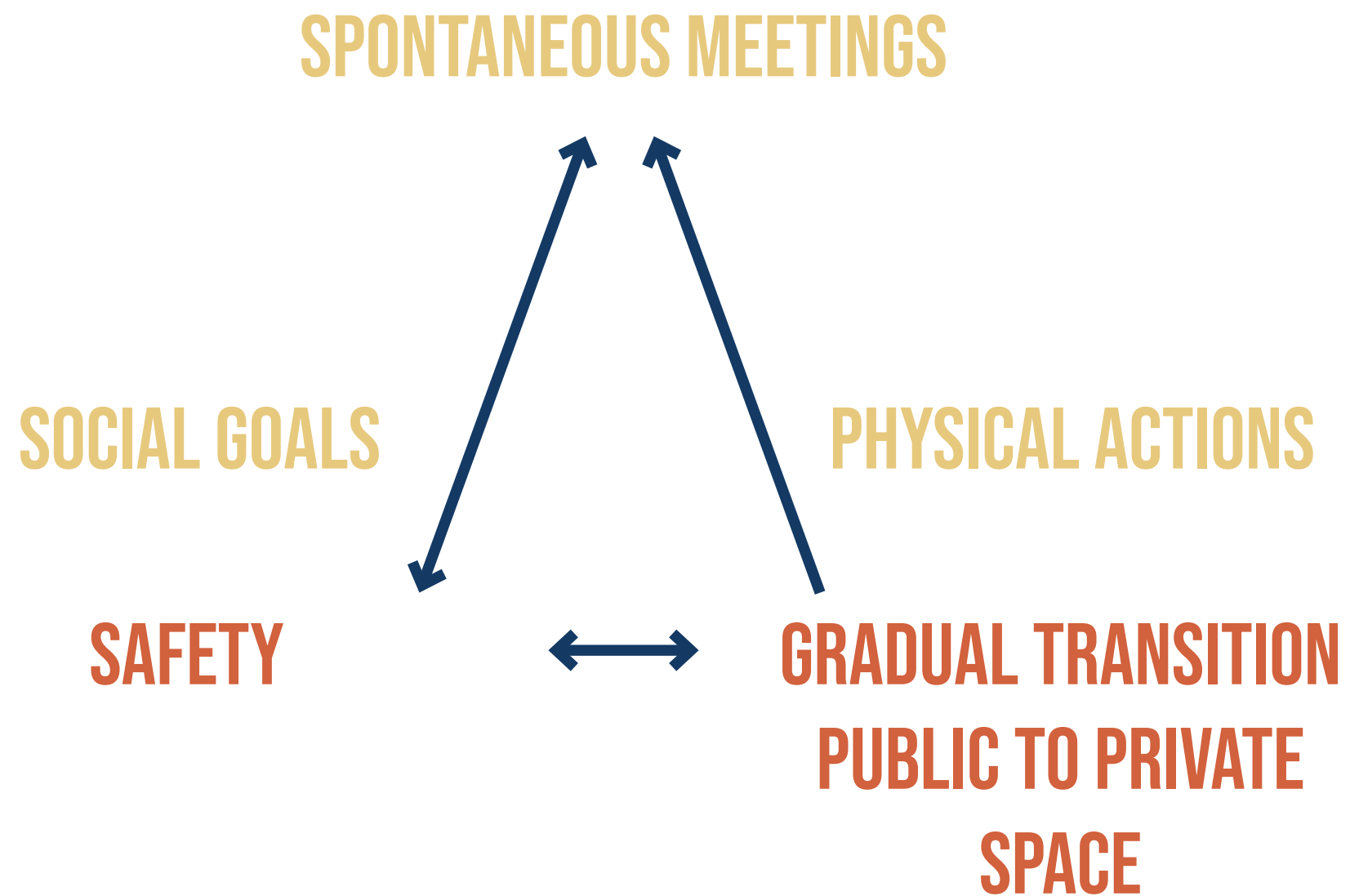
UTRECHT OVERVECHT NOORD | SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

SPONTANEOUS MEETINGS

SOCIAL GOALS

PHYSICAL ACTIONS

UTRECHT OVERVECHT NOORD | SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS



INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS

UTRECHT OVERVECHT NOORD | INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS



- INITIAL FEELINGS OF CONNECTION TO
NEIGHBOURHOOD

UTRECHT OVERVECHT NOORD | INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS



- INITIAL FEELINGS OF CONNECTION TO
NEIGHBOURHOOD
- INVEST IN CURRENT NEIGHBOURHOOD

UTRECHT OVERVECHT NOORD | LESSONS LEARNED



UTRECHT OVERVECHT NOORD | LESSONS LEARNED

**DISTRUST UNDERMINES FRUITFUL COLLABORATION AND BOTH THE PROJECT
AND CITIZEN PARTICIPATION PROCESS**

UTRECHT OVERVECHT NOORD | LESSONS LEARNED

**DISTRUST UNDERMINES FRUITFUL COLLABORATION AND BOTH THE PROJECT
AND CITIZEN PARTICIPATION PROCESS**

DISTRUST IS NOT SOLVED THROUGH A PARTICIPATION PROCESS

UTRECHT OVERVECHT NOORD | LESSONS LEARNED

**DISTRUST UNDERMINES FRUITFUL COLLABORATION AND BOTH THE PROJECT
AND CITIZEN PARTICIPATION PROCESS**

DISTRUST IS NOT SOLVED THROUGH A PARTICIPATION PROCESS

**PARTICIPATION PROCESS HAS A NARROW MARGIN OF ERROR - MISTAKES CAN
EASILY CONTRIBUTE TO MORE DISTRUST**

UTRECHT OVERVECHT NOORD | LESSONS LEARNED

**DISTRUST UNDERMINES FRUITFUL COLLABORATION AND BOTH THE PROJECT
AND CITIZEN PARTICIPATION PROCESS**

DISTRUST IS NOT SOLVED THROUGH A PARTICIPATION PROCESS

**PARTICIPATION PROCESS HAS A NARROW MARGIN OF ERROR - MISTAKES CAN
EASILY CONTRIBUTE TO MORE DISTRUST**

**COLLABORATION WITH RESIDENT ORGANISATION IS IMPORTANT, HOWEVER
DO NOT FORGET TO INCLUDE SMALLER VOICES**

UTRECHT OVERVECHT NOORD | LESSONS LEARNED

**DISTRUST UNDERMINES FRUITFUL COLLABORATION AND BOTH THE PROJECT
AND CITIZEN PARTICIPATION PROCESS**

DISTRUST IS NOT SOLVED THROUGH A PARTICIPATION PROCESS

**PARTICIPATION PROCESS HAS A NARROW MARGIN OF ERROR - MISTAKES CAN
EASILY CONTRIBUTE TO MORE DISTRUST**

**COLLABORATION WITH RESIDENT ORGANISATION IS IMPORTANT, HOWEVER
DO NOT FORGET TO INCLUDE SMALLER VOICES**

RANGE OF ACTIVITIES CAN ACCOMODATE FOR DIFFERENT NEEDS

5 CROSS CASE DISCUSSION



THEMES

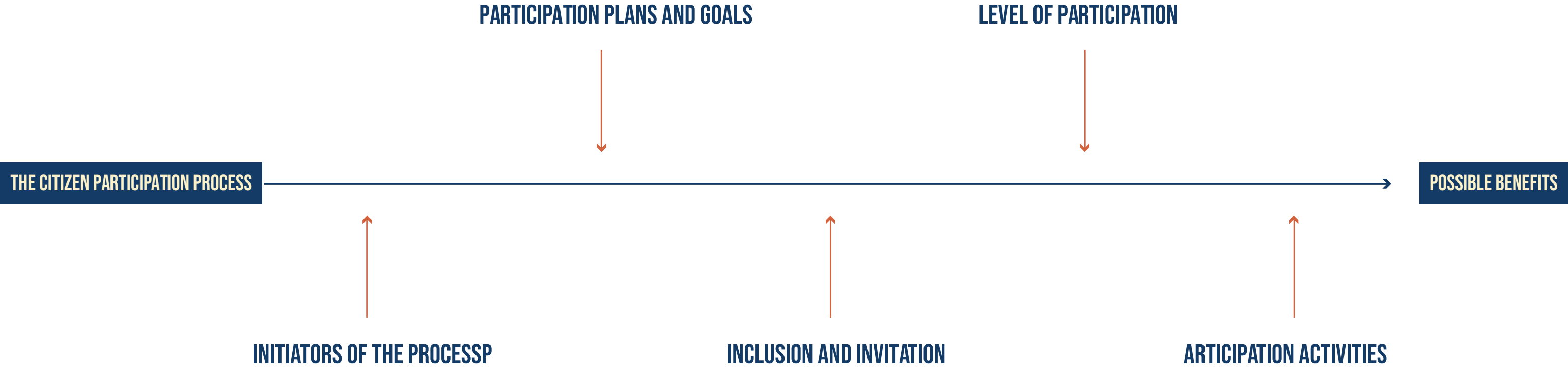
1. THE CITIZEN PARTICIPATION PROCESS

2. SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

3. CONTRIBUTION OF PARTICIPATION AND PROJECT ACTIONS TO THE PROJECT GOALS

CITIZEN PARTICIPATION PROCESS

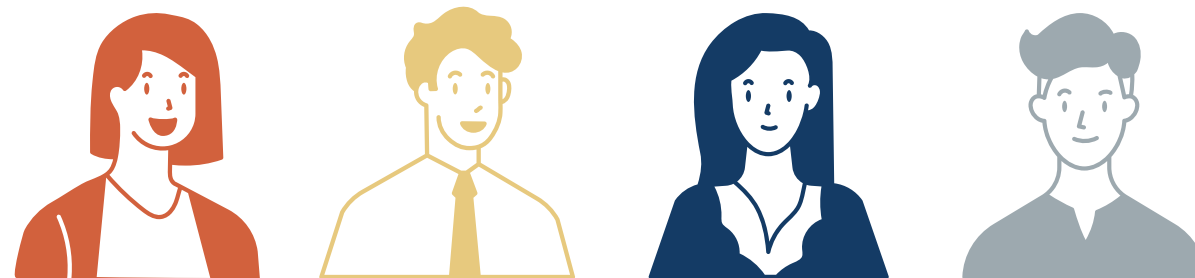
CITIZEN PARTICIPATION PROCESS



CITIZEN PARTICIPATION PROCESS

INITIATORS

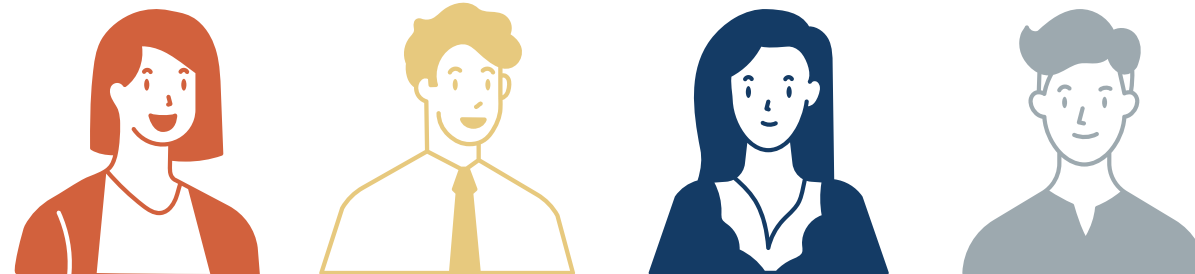
- ALIGN PROJECT VALUES OF STAKEHOLDERS



CITIZEN PARTICIPATION PROCESS INITIATORS

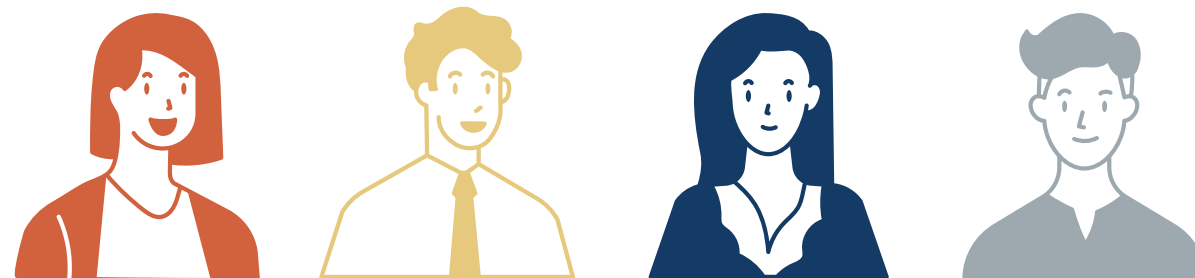
- ALIGN PROJECT VALUES OF STAKEHOLDERS

- COMMUNICATE CLEARLY



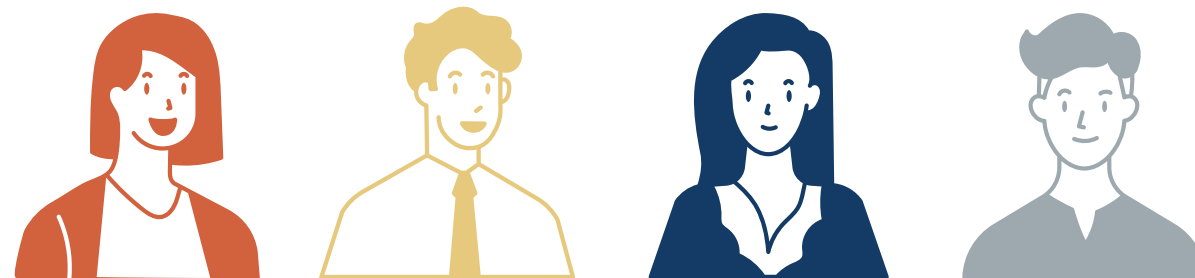
CITIZEN PARTICIPATION PROCESS INITIATORS

- ALIGN PROJECT VALUES OF STAKEHOLDERS
- COMMUNICATE CLEARLY
- BUILT TRUST WITHIN AND OUTSIDE OF PROJECT TEAM



CITIZEN PARTICIPATION PROCESS INITIATORS

- ALIGN PROJECT VALUES OF STAKEHOLDERS
- COMMUNICATE CLEARLY
- BUILT TRUST WITHIN AND OUTSIDE OF PROJECT TEAM
- BE AWARE OF POSITION OF / DEPENDENCY ON OTHER STAKEHOLDERS



CITIZEN PARTICIPATION PROCESS

PLAN AND GOALS

- ALIGN PARTICIPATION VALUES BASED ON A SHARED GOAL



CITIZEN PARTICIPATION PROCESS

PLAN AND GOALS

- ALIGN PARTICIPATION VALUES BASED ON A SHARED GOAL

- BUILD IN FLEXIBILITY



CITIZEN PARTICIPATION PROCESS

PLAN AND GOALS

- ALIGN PARTICIPATION VALUES BASED ON A SHARED GOAL

- BUILD IN FLEXIBILITY

- POSSIBILITY TO USE CITIZEN INPUT ALREADY



CITIZEN PARTICIPATION PROCESS

PLAN AND GOALS

- **ALIGN PARTICIPATION VALUES BASED ON A SHARED GOAL**
- **BUILD IN FLEXIBILITY**
- **POSSIBILITY TO USE CITIZEN INPUT ALREADY**
- **A CLEAR PLAN SUPPORTS CLEAR COMMUNICATION**



CITIZEN PARTICIPATION PROCESS **INCLUSION AND INVITATION**

- SEEK A BROAD RANGE OF PARTICIPANTS



CITIZEN PARTICIPATION PROCESS **INCLUSION AND INVITATION**

- SEEK A BROAD RANGE OF PARTICIPANTS

- INVOLVE NEW / FUTURE CITIZENS



CITIZEN PARTICIPATION PROCESS

LEVEL OF PARTICIPATION

**- BY TRULY LISTENING AND IMPLEMENTING CITIZEN INPUT,
POSITIVE OUTCOMES ARE GENERATED**



CITIZEN PARTICIPATION PROCESS

LEVEL OF PARTICIPATION

- **BY TRULY LISTENING AND IMPLEMENTING CITIZEN INPUT, POSITIVE OUTCOMES ARE GENERATED**
- **HONEST AND INTENTIONAL HIGHER LEVEL TOKENISM**



CITIZEN PARTICIPATION PROCESS

LEVEL OF PARTICIPATION

- **BY TRULY LISTENING AND IMPLEMENTING CITIZEN INPUT, POSITIVE OUTCOMES ARE GENERATED**
- **HONEST AND INTENTIONAL HIGHER LEVEL TOKENISM**
- **THE AMOUNT OF CITIZEN INFLUENCE NEEDS TO BE CLEAR**



CITIZEN PARTICIPATION PROCESS **PARTICIPATION ACTIVITIES**

- RANGE OF ACTIVITIES TO APPEAL TO DIFFERENT GROUPS



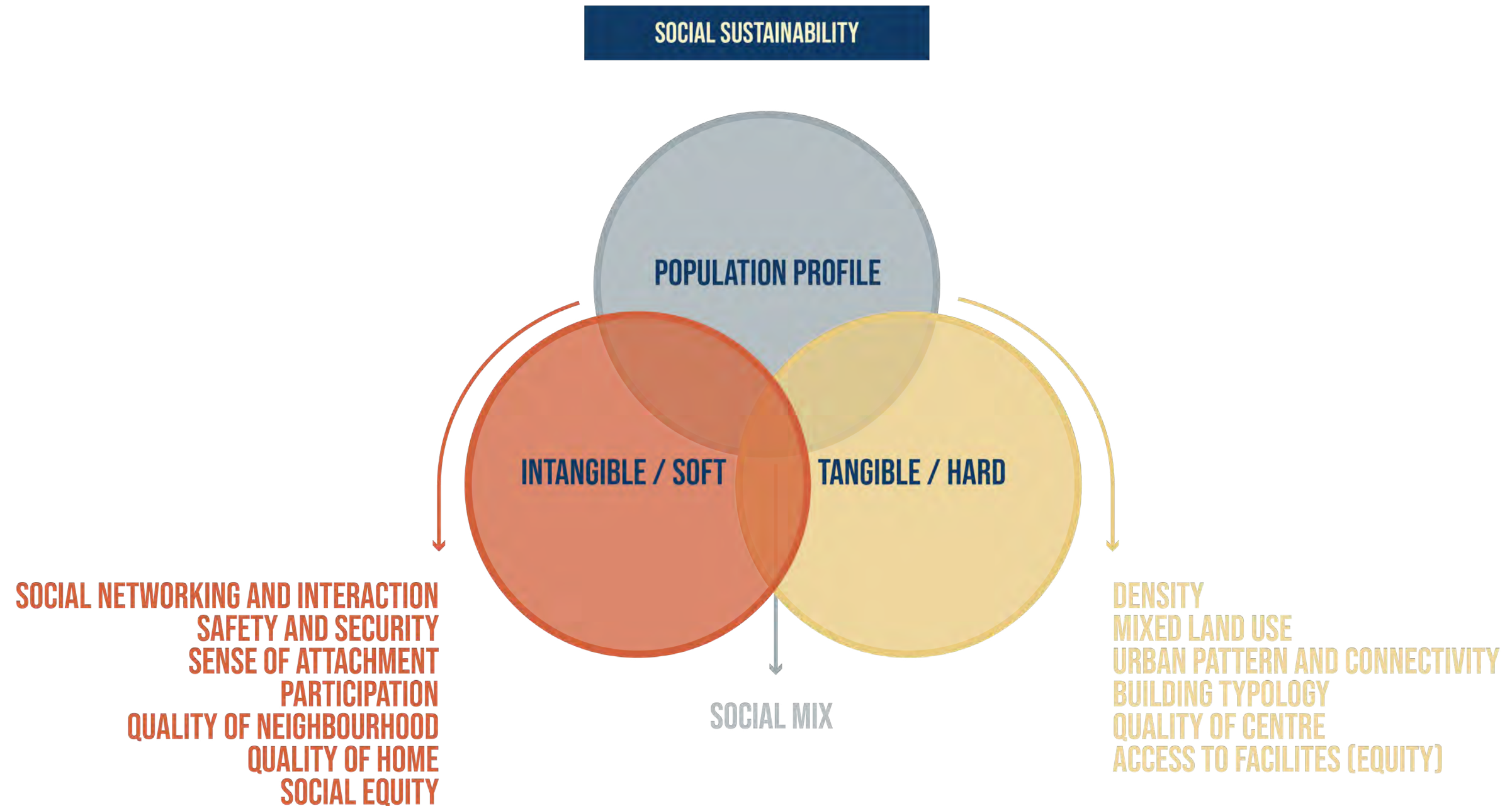
CITIZEN PARTICIPATION PROCESS **PARTICIPATION ACTIVITIES**

- RANGE OF ACTIVITIES TO APPEAL TO DIFFERENT GROUPS
- **CREATIVE ACTIVITIES HELP BREAK THROUGH UNNECESSARY DISCUSSIONS**



SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

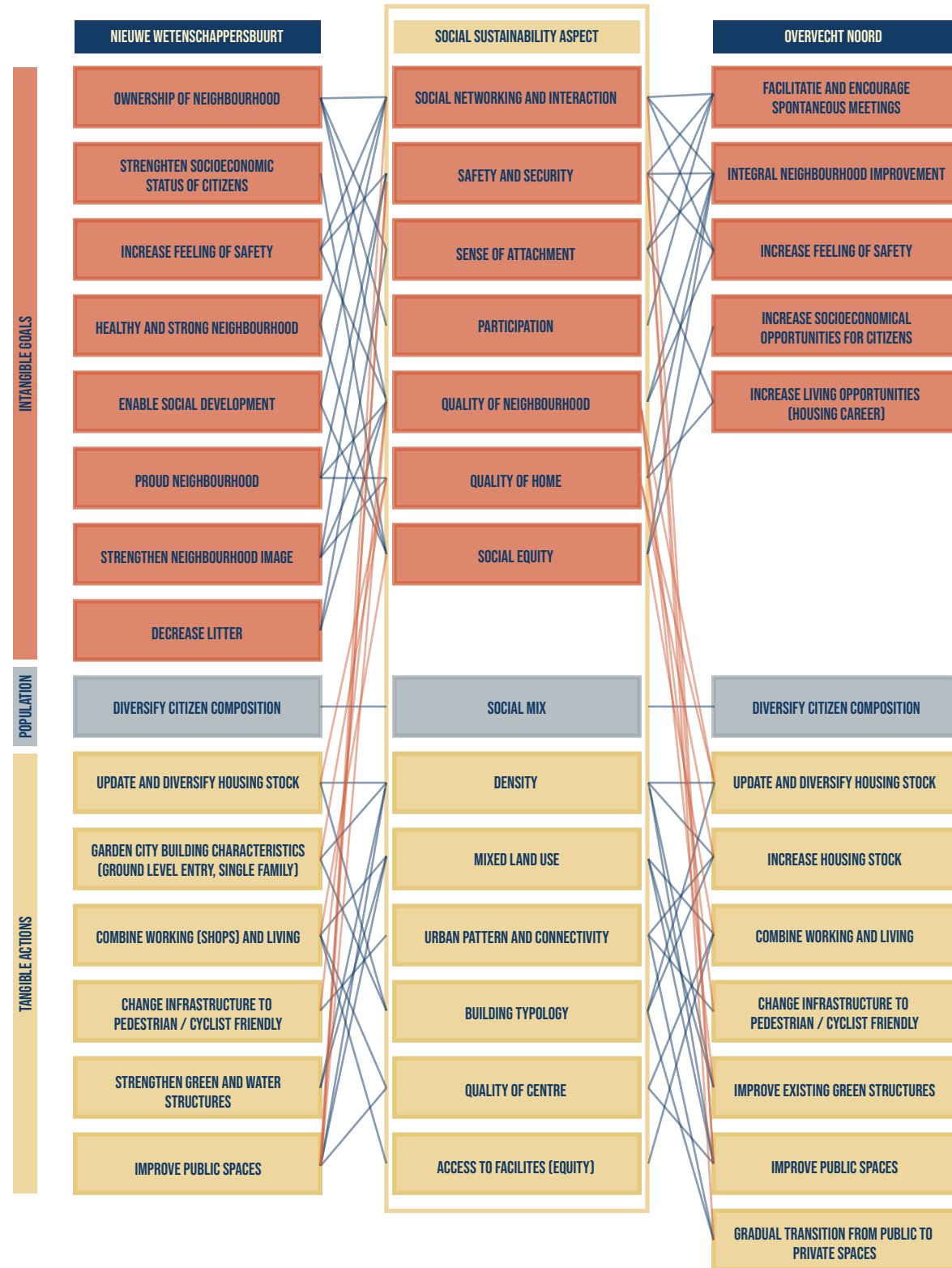


SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

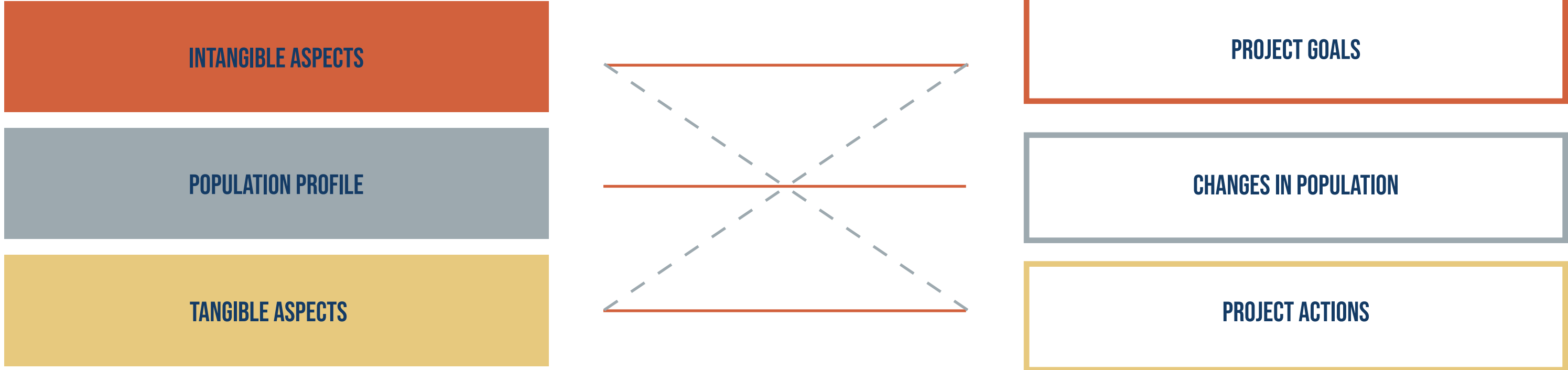


SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS

FIG. 32. PAGE 85 OF REPORT



SOCIAL SUSTAINABILITY PRESENCE IN PROJECT GOALS/ACTIONS



INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS

INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS

THE PROJECT ACTIONS CONTRIBUTED PHYSICALLY TO THE PROJECT GOALS

INFLUENCE OF PROJECT ACTIONS AND PARTICIPATION ON PROJECT GOALS

THE PROJECT ACTIONS CONTRIBUTED PHYSICALLY TO THE PROJECT GOALS

**THE PARTICIPATION PROCESS HAS THE POTENTIAL TO CONNECT THE PROJECT
ACTIONS TO THE PROJECT GOALS**

6 CONCLUSION



CONCLUSION

“TO WHAT EXTENT CAN THE PRIVATE-LED CITIZEN PARTICIPATION PROCESS DURING REGENERATION PROJECTS INFLUENCE SOCIAL SUSTAINABILITY IN A NEIGHBOURHOOD?”

CONCLUSION

“TO WHAT EXTENT CAN THE PRIVATE-LED CITIZEN PARTICIPATION PROCESS DURING REGENERATION PROJECTS INFLUENCE SOCIAL SUSTAINABILITY IN A NEIGHBOURHOOD?”

CONCLUSION

**“TO WHAT EXTENT CAN THE PRIVATE-LED CITIZEN PARTICIPATION PROCESS
DURING REGENERATION PROJECTS INFLUENCE SOCIAL SUSTAINABILITY IN A
NEIGHBOURHOOD?”**

CONCLUSION

**“TO WHAT EXTENT CAN THE PRIVATE-LED CITIZEN PARTICIPATION PROCESS
DURING REGENERATION PROJECTS INFLUENCE SOCIAL SUSTAINABILITY IN A
NEIGHBOURHOOD?”**

CONCLUSION

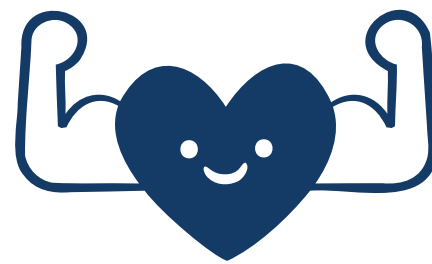
**CITIZEN PARTICIPATION IS THE LINK BETWEEN REALIZING
SOCIAL GOALS THROUGH PHYSICAL ACTIONS**



CONCLUSION

**CITIZEN PARTICIPATION IS THE LINK BETWEEN REALIZING
SOCIAL GOALS THROUGH PHYSICAL ACTIONS**

AS BOTH GOALS AND ACTIONS RELATE TO SOCIAL SUSTAINABILITY



CONCLUSION

CITIZEN PARTICIPATION IS THE LINK BETWEEN REALIZING SOCIAL GOALS THROUGH PHYSICAL ACTIONS

AS BOTH GOALS AND ACTIONS RELATE TO SOCIAL SUSTAINABILITY

THE PARTICIPATION PROCESS POSITIVELY INFLUENCES THE SOCIAL SUSTAINABILITY IN THE NEIGHBOURHOOD

CONCLUSION

BUT ONLY IF

CONCLUSION

THE CITIZEN PARTICIPATION PROCESS IS CARRIED OUT CAREFULLY



7 RECOMMENDATIONS



OVERALL RECOMMENDATIONS

BEFORE

DURING

AFTER

THE PARTICIPATION PROCESS

OVERALL RECOMMENDATIONS

BEFORE

DURING

AFTER

ALIGN OBJECTIVES AND GOALS

TEAM BUILDING

**OPTION - INCLUDE
RESIDENT ORGANISATIONS**

OVERALL RECOMMENDATIONS

BEFORE

DURING

AFTER

- WHY**
- WHEN**
- WHAT**
- HOW**
- WHO**

OVERALL RECOMMENDATIONS

BEFORE

DURING

AFTER

KEEP HAVING CONVERSATIONS

ACTIVELY WORK ON THE RELATION
WITHIN THE PROJECT AND WITH
RESIDENT ORGANISATIONS

OVERALL RECOMMENDATIONS

BEFORE

DURING

AFTER

CLOSE THE FEEDBACK LOOP

THANK YOU FOR YOUR ATTENTION

ANY QUESTIONS?

