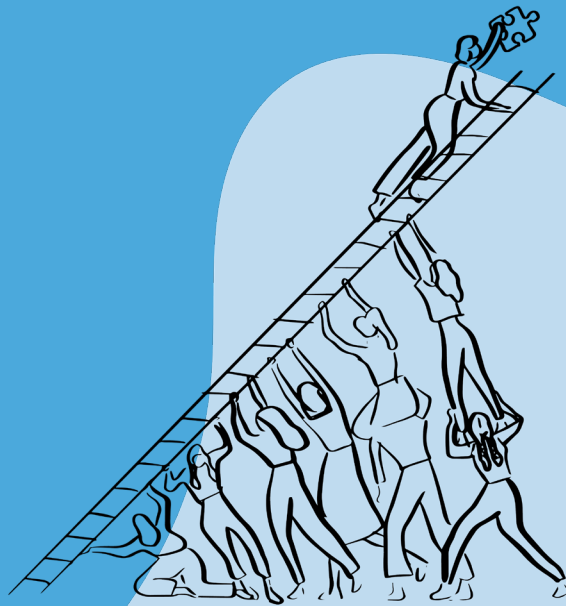# Appendix

Demonstrating the impact of participatory design on citizens' empowered citizenship

A framework and tool for understanding and demonstrating the impact of participatory design on citizens' empowered citizenship

Marije Markensteijn

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APPENDIX 1 | PROJECT BRIEF

Measuring the social impact made by a participatory design approach   project title

Please state the title of your graduation project (above) and the start date and end date (below). Keep the title compact and simple.
Do not use abbreviations. The remainder of this document allows you to define and clarify your graduation project.

start date   14 - 03 - 2022   22 - 08 - 2022   end date

**INTRODUCTION **
Please describe, the context of your project, and address the main stakeholders (interests) within this context in a concise yet complete manner. Who are involved, what do they value and how do they currently operate within the given context? What are the main opportunities and limitations you are currently aware of (cultural- and social norms, resources (time, money,...), technology, ...).

In today's world we are increasingly facing complex and wicked problems as a society (Hervieux & Voltan, 2019). As a result both profit and non-profit organisations are confronted with complex and open-ended challenges and are searching for new strategies to be better able to tackle these (Dorst, 2011). The designerly way of thinking has become more popular as it is often seen as a new way of dealing with these problems (Dorst, 2011).

Design education and the design field as a whole are experiencing a shift toward a more strategic and systemic level (Voute, Stappers, Giaccardi, Mooij & van Boeijen, 2020). Systemic design deals with complex, unique situations, with value conflicts and ambiguity over objectives (Ryan, 2014). Design has been found to be a contributor to the overall success of social innovation projects (Muratovski, 2015) and lately the social design field is growing (Tromp & Vial, 2022). Participatory Design is increasingly used as a form of social design to address sociological and structural problems (Bannon, Bardzell and Bodker, 2018). Rules and regulations are also set in place to stimulate citizen participation in governmental projects, i.e. through the 'omgevingswet'. These developments are making designers better equipped to design for complex social problems.

Zeewaardig Service Design is a design agency that works in the social domain with clients like municipalities and educational organisations. Their work consists of different projects like: participation trajectories, designing interventions to drive for behavioural change, and learning/coaching trajectories in design thinking. The common thread in these projects is that Zeewaardig brings a designerly way of working into the world of non-designers. By applying Design thinking in participation projects, Zeewaardig aims to increase participant empowerment and influence the client's decision making. The design agency is confident in its process and believes that a participatory design approach can make a difference in tackling complex and societal problems. Clients, however, ask for a demonstration of the impact made by this participative approach. This, however, has proven to be a difficult task.

There are multiple reasons behind the wish to measure performance. Literature shows that although there is a clear interest of large organisations in design, there is often still a need within these organisations to demonstrate its value (Björklund, Hannukainen & Manninen, 2018). Besides proving value, the improvement of outcomes and learning from projects are reasons for performance measurements (Hervieux and Voltan, 2019).

An explorative study by Schmiedgen, Spille, Köppen, Rhinow and Meinel (2016) found that traditional performance measurements are unsuitable for the assessment of impact made by design, because this impact seems to be most noticeable in 'intangible' areas or 'soft facts' instead of 'hard facts'. Even though there is quite some literature on the measurement of social impact in a (non-design) business perspective, there is still little known on how to specifically measure the social impact of a design project. In this project I would like to investigate the effect of a participatory design approach on the social impact of a project in the social domain.

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introduction (continued): space for images

References:

Björklund, T., Hannukainen, P., & Manninen, T. (2018). Measuring the impact of design, service design and design thinking in organizations on different maturity levels. In A. Meroni, A. M. Ospina Medina, & B. Villari (Eds.), *Proceedings of the ServDes2018 Conference* (pp. 500-511). (Linköping Electronic Conference Proceedings; No. 150). LINKÖPING UNIVERSITY ELECTRONIC PRESS.

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image / figure 1:   Reference list

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- **CLICK AREA TO PLACE IMAGE / FIGURE**

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Title of Project   Measuring the social impact made by a participatory design approach _____

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PROBLEM DEFINITION **
Limit and define the scope and solution space of your project to one that is manageable within one Master Graduation Project of 30 EC (= 20 full time weeks or 100 working days) and clearly indicate what issue(s) should be addressed in this project.

By applying participatory design in projects for organisations in the social domain Zeewaardig wants to make a social impact (by for example increasing participant empowerment). The design agency believes in their skills and design process, but have found that clients often wish to see a demonstration or measurement of the impact made in such a project. This seems to be a shared experience of many in the design field (Björklund, Hannukainen & Manninen, 2018). It has, however, proven to be difficult to measure the social impact of a design project due to its intangible nature. Furthermore, there seems to be a gap in literature when it comes to measuring and demonstrating the social impact made by a (participatory) design approach.

The reason Zeewaardig is interested in learning more about the effect of their participatory design approach on social impact is twofold; 1) to be better able to show and prove their value to clients and 2) to improve their own design process.

In my project I aim to answer the following research questions:

RQ: What is the influence of a participatory design approach on the social impact of a project in the social domain?

Q1: How can the participatory design approach of Zeewaardig be characterised and defined?
Q2: Which variables can be used to identify the influence of participatory design on the social impact made for the participants in the project?
Q3: How can you measure and demonstrate the influence a participatory design approach has on the social impact made for the stakeholders in a project?

ASSIGNMENT **
State in 2 or 3 sentences what you are going to research, design, create and / or generate, that will solve (part of) the issue(s) pointed out in "problem definition". Then illustrate this assignment by indicating what kind of solution you expect and / or aim to deliver, for instance: a product, a product-service combination, a strategy illustrated through product or product-service combination ideas, ... In case of a Specialisation and/or Annotation, make sure the assignment reflects this/these.

I will develop a tool to measure and demonstrate the social impact of Zeewaardig's participatory design approach.

At the end of my project I will provide new theoretical insight into the influence of participatory design on the social impact of projects, and how to measure and demonstrate this. Furthermore, I will illustrate these findings with a concrete translation of the insights into a tool specifically for Zeewaardig.

PLANNING AND APPROACH **
Include a Gantt Chart (replace the example below - more examples can be found in Manual 2) that shows the different phases of your project, deliverables you have in mind, meetings, and how you plan to spend your time. Please note that all activities should fit within the given net time of 30 EC = 20 full time weeks or 100 working days, and your planning should include a kick-off meeting, mid-term meeting, green light meeting and graduation ceremony. Illustrate your Gantt Chart by, for instance, explaining your approach, and please indicate periods of part-time activities and/or periods of not spending time on your graduation project, if any, for instance because of holidays or parallel activities.

start date 14 - 3 - 2022   22 - 8 - 2022   end date

I will approach the project by combining knowledge and insights gained from literature and case studies.

To start my project I will perform a quick exploration of case studies to develop an impact model. This impact model will show possible causes and outcomes of social impact. Then I will use this model to further define which form of impact is most interesting for Zeewaardig to focus on for the rest of my project. Based on this decision I will choose fitting cases from Zeewaardig to use for an in depth multiple case study analysis.

The next step is to dive into existing literature to further develop insight into my area of focus. I will also start my case study analysis. I will approach this by analysing materials and by interviewing participants and other involved parties.

From the insights gained from the case study and literature research I will create an initial conceptual framework on the measurement of social impact in participatory design projects.

Finally, I will illustrate these findings by designing, evaluating and improving a tool specifically for Zeewaardig.

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Title of Project   Measuring the social impact made by a participatory design approach _____

Initials & Name   N.M.   Markensteijn   5612   Student number _____

Title of Project   Measuring the social impact made by a participatory design approach _____

APPENDIX 2 | DETERMINING ZEEWAARDIG'S WISHES ON IMPACT MEASUREMENT

A collaborative session

A collaborative session with the designers of Zeewaardig was organised to explore past and present participation projects and to learn more about the wishes and needs related to measuring impact within the design studio. Initially, Zeewaardig designers were asked to put their past and present participatory design projects on the participation ladder. They were then asked to choose two of these projects, one that was higher on the participation ladder and one that was located slightly lower. For both projects, they were asked what expectations they felt that their clients had regarding the demonstration of the impact made in a project. They were also asked what impact they would have liked to demonstrate in this project or would have liked to learn more about. Finally, they were then asked what impact(s) they would wish to be able to demonstrate in future participation projects and why.

The input from this session was analysed and this provided insight into the place of Zeewaardig's participatory design projects on the participation ladder. Furthermore, a few themes could be identified where Zeewaardig designers have the feeling they have made a certain type of impact, that they would like to substantiate better. These themes were:
• The empowerment of participants
• Contribution to the formation of networks or communities
• Increasing the well-being of underprivileged people
• Increase of trust between residents and government
• Bring about a lasting change in the clients' way of working
• Proof of concept of the process of participatory design: does it lead to better solutions than a non-participatory or non-design participatory approach

Of all these themes Zeewaardig's designers were most interested to learn more about the following two types of impact: empowerment of participants and citizen trust in government.

Overview of the session

Summary of the input

APPENDIX 3 | FRAMEWORK DEVELOPMENT

3.1 The development steps of the entire framework throughout the process of this research

Iteration 1

Iteration 2

Iteration 3

Iteration 4

Iteration 5

After iteration 5 an evaluation of the framework was held with designers from Zeewaardig service design. They put down their questions and remarks and these were discussed together. The results from the session with Zeewaardig were taken into account in the next iterations.
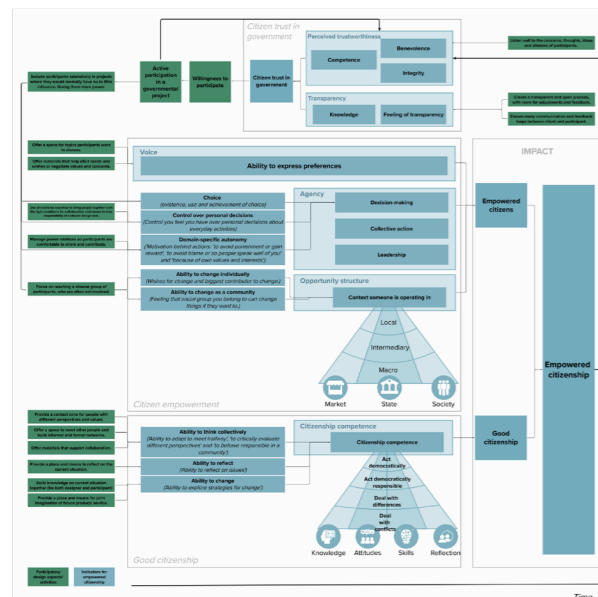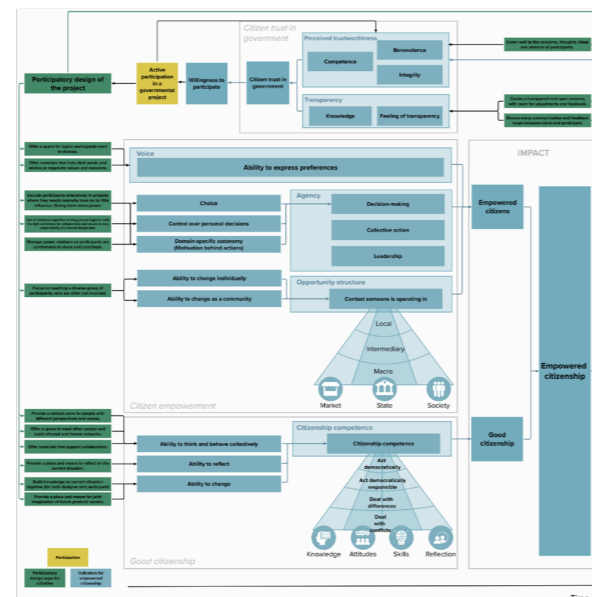
Overview of the session

Summary of the input
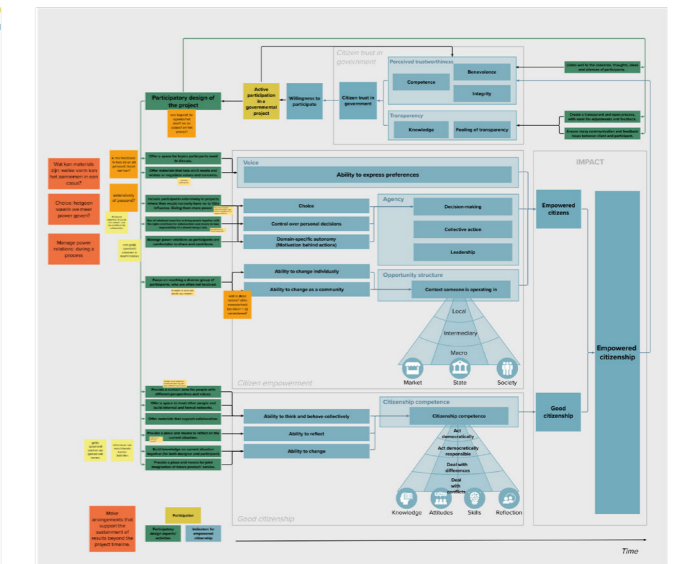
Iteration 6
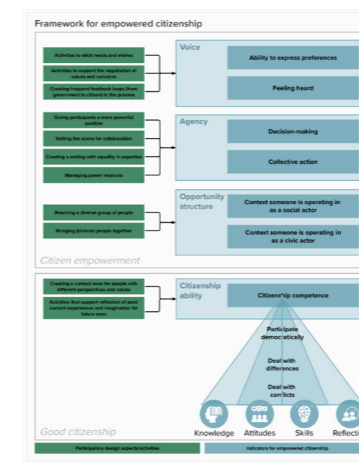
Iteration 7
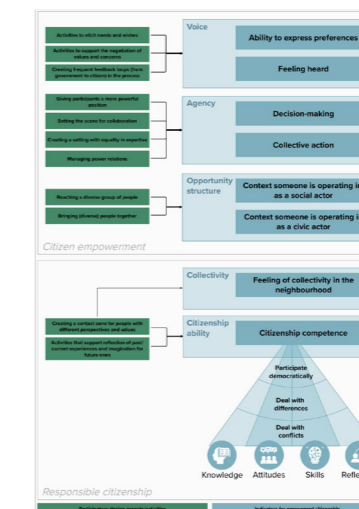
Iteration 8
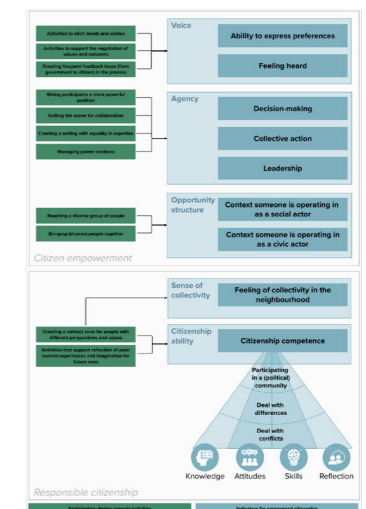
After iteration 8 one last iteration was made to create the final framework.

Voice

Ability to express preferences

Feeling heard

Activities to elicit needs and wishes

Activities to support the negotiation of values and concerns

Creating frequent feedback loops (from government to citizen) in the process

Agency

Decision-making

Collective action

Leadership

Giving participants a more powerful position

Setting the scene for collaboration

Creating a setting with equality in expertise

Managing power relations

Opportunity structure

Context someone is operating in as a social actor

Context someone is operating in as a civic actor

Reaching a diverse group of people

Bringing (diverse) people together

Citizen empowerment

Sense of collectivity

Feeling of collectivity in the neighbourhood

Citizenship ability

Citizenship competence

Creating a contact zone for people with different perspectives and values

Activities that support reflection of past/current experiences and imagination for future ones

Participating in a (political) community

Deal with differences

Deal with conflicts

Knowledge   Attitude   Skill   Reflection

Responsible citizenship

Participatory design activities   Indicators of empowered citizenship

3.2 Development of common participatory design approach elements in the framework

Development of common elements of the PD practice from literature:

Fieldstudy · workshops · Prototyping · Infrastructuring · Evaluation

Development of common elements of the Zeewaardig PD practice in a collaborative session with ZW:
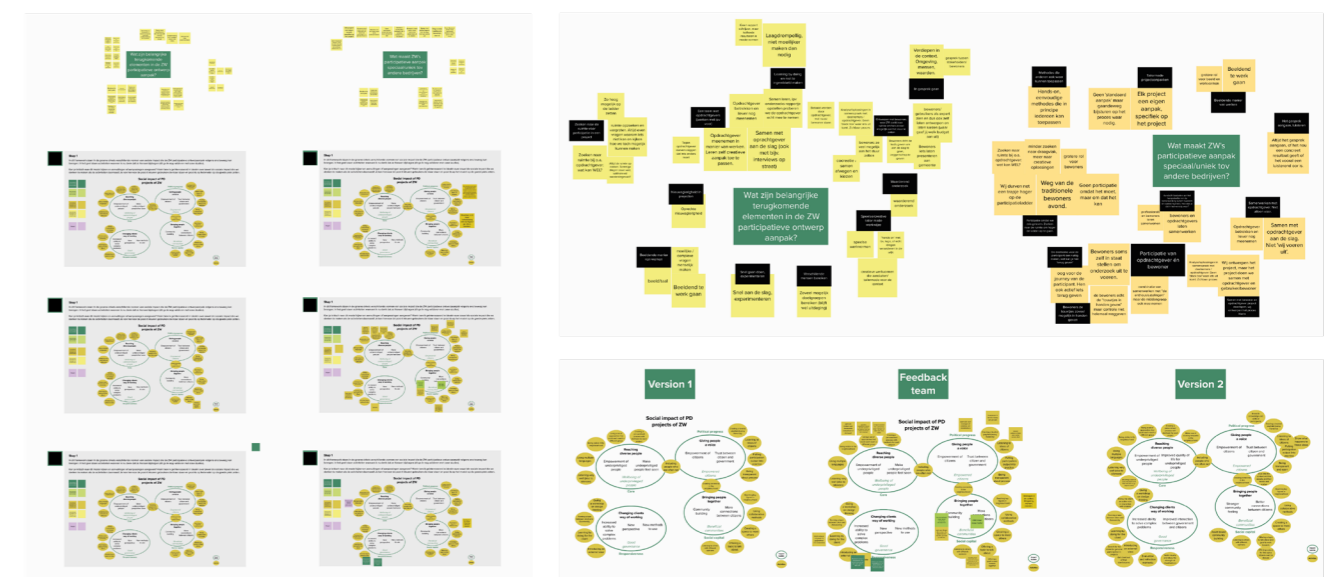
Combining the insights of literature and ZW's common elements of PD:
From left to right, the first step on the left was to add to the list of elements from literature, based on the activities of ZW and see where they overlap. The middle picture shows the next iteration, with selected activities that seem to relate to empowered citizenship. To the right is the last iteration with more understandable and abstracted activities of PD.

OFTEN USED PD PROCESS STEPS

PD activities

Designing the process

Fieldstudy

Participatory activity in public without inviting specific participants

workshops

Participatory activity at a specific place and time where participants are invited

Prototyping

Infrastructuring

Evaluation

Designing the process column:
- Using multiple languages
- Work visually and show the strength of visualisations.
- Including people who are often not
- Becoming aware of own prejudices and find new info to go beyond them
- Reaching a diverse group of participants (also people who are often not included by designing the right accessible place of language, tone of voice, visuals, place and time.)
- Using a mixed methods approach tuned to different groups of participants you want to reach.
- Using a set of approaches that could each reach a different group
- Creating a personalised process with methods for each project
- Designing a process that fits the specific project and participants.
- Being transparent and open
- Create a transparent and open process, with room for adjustments and feedback.
- Search for the room for genuine participation in projects
- Introducing an external view
- Get client out of their comfortzone
- Searching for the room in client organisation for as genuine participation as possible

Fieldstudy column:
- Providing a place and means to reflect on current situation
- Invest in knowledge and skills of participants
- (Knowledge on.. action with ..is for both ... of participant)
- Reaching diverse participants by coming to 'their' spaces and being present and clearly visible here (for example in the neighbourhood).
- Being visible in the neighbourhood

workshops column:
- Providing a place and materials to foster the exchange of knowledge
- Creating a level playfield (losing hierarchy)
- Manage power relations so participants are comfortable to share and contribute
- Mutual learning where participants must dare to share and disclose: cannot foresee the results because they depend on participant's contributions.
- Establish commitment and alignment among stakeholders
- Infrastructuring: Offering a space to meet other people and build the needed relationships to sustain results beyond the project.
- Creating a space to meet others
- Listen well to the concerns, thoughts, ideas and silences of participants.
- Listening very well (also to silences)
- Providing a contact zone for people with different perspectives and values.
- Listening to others with different opinions
- Providing materials that support collaboration.
- Using collaborative methods
- Offering a space for topics participants want to discuss.
- Offering a topic to talk about and goal to work towards
- Offering a place for the topics citizens want to discuss

Prototyping column:
- Providing a place and means for joint imagination of future product/ service.
- Offer a prototype to help negotiate values and concerns.
- Provide a hands-on experience that participants can gain knowledge from.
- Offer materials that help elicit needs and wishes for future product/ service.
- Dive into the context and the people and their needs and wishes
- Create commitment to the project and its results.
- Create ownership of the project and its results.
- Creating ownership in the neighbourhood
- Forming a project team with the client several of just executing the process for them. So they can learn about the approach during the process.
- Forming a team between client and Zeeuwwind.
- Learning by doing for the client
- Giving the client an active role in interaction with citizens

Infrastructuring column:
- Make social arrangements that support the sustainment of results beyond the project timeline
- Use relational expertise to bring people together with the right conditions for collaboration and means to take responsibility of a shared design task.
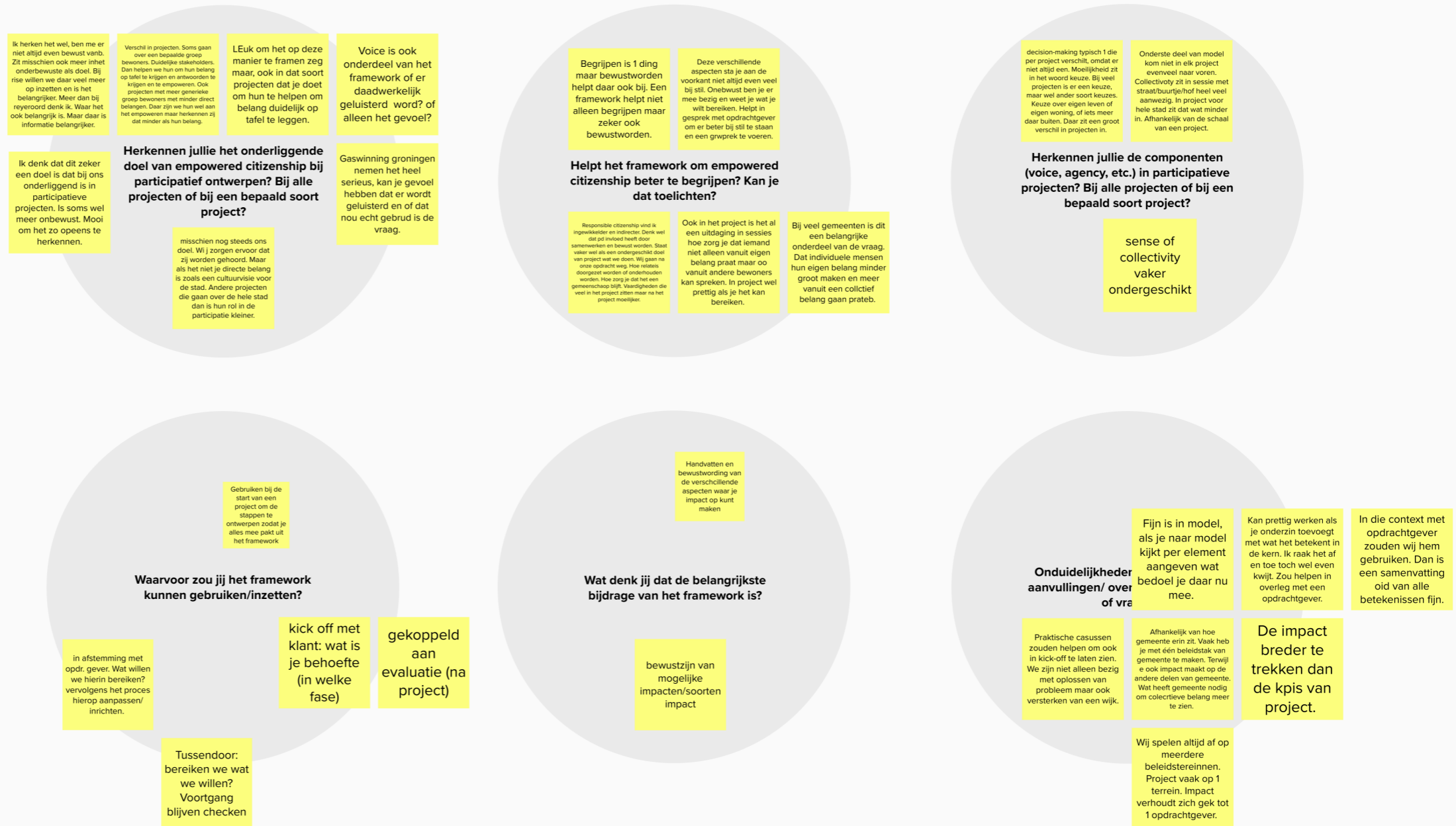- Make organisational arrangements that support the sustainment of results beyond the project timeline.
- Creation of informal knotworks.
- Make technical arrangements that support the sustainment of results beyond the project timeline.
- Creation of formal networks.
- Ensure many communication and feedback loops between client and participant.
- Show what happens to those ideas

Evaluation column:
- Informally evaluate the process with stakeholders throughout the project.
- Evaluation and reflection moments

Green boxes (middle):
- Include participants extensively in projects where they would normally have no to little influence. Giving them more power.
- Offer a space for topics participants want to discuss.
- Offer materials that help elicit needs and wishes or negotiate values and concerns.
- Use of relational expertise to bring people together with the right conditions for collaboration and means to take responsibility of a shared design task.
- Manage power relations so participants are comfortable to share and contribute.
- Focus on reaching a diverse group of participants, who are often not involved.
- Provide a contact zone for people with different perspectives and values.
- Offer a space to meet other people and build informal and formal networks.
- Offer materials that support collaboration.
- Provide a place and means to reflect on the current situation.
- Build knowledge on current situation together (for both designer and participant)
- Provide a place and means for joint imagination of future product/ service.
- Listen well to the concerns, thoughts, ideas and silences of participants.
- Create a transparent and open process, with room for adjustments and feedback.
- Ensure many communication and feedback loops between client and participant.

Green boxes (right):
- Activities to elicit needs and wishes
- Activities to support the negotiation of values and concerns
- Creating frequent feedback loops (from government to citizen) in the process
- Giving participants a more powerful position
- Setting the scene for collaboration
- Creating a setting with equality in expertise
- Managing power relations
- Reaching a diverse group of people
- Bringing (diverse) people together
- Creating a contact zone for people with different perspectives and values
- Activities that support reflection of past/ current experiences and imagination for future ones

APPENDIX 4 | EVALUATION OF THE FRAMEWORK WITH ZEEWAARDIG

The framework was evaluated together with the designers of Zeewaardig. For this purpose, a short presentation was first given about the framework, followed by a discussion. The outcome of this discussion was documented as much as possible in an online Mural-board.

Vragen over het framework

Herkennen jullie het onderliggende doel van empowered citizenship bij participatief ontwerpen? Bij alle projecten of bij een bepaald soort project?

Ik herken het wel, ben me er niet altijd even bewust vanb. Zit misschien ook meer inhet onderbewuste als doel. Bij rise willen we daar veel meer op inzetten en is het belangrijker. Meer dan bij reyeroord denk ik. Waar het ook belangrijk is. Maar daar is informatie belangrijker.

Verschil in projecten. Soms gaan over een bepaalde groep bewoners. Duidelijke stakeholders. Dan helpen we hun om hun belang op tafel te krijgen en antwoorden te krijgen en te empoweren. Ook projecten met meer generieke groep bewoners met minder direct belangen. Daar zijn we hun wel aan het empoweren maar herkennen zij dat minder als hun belang.

LEuk om het op deze manier te framen zeg maar, ook in dat soort projecten dat je doet om hun te helpen om belang duidelijk op tafel te leggen.

Voice is ook onderdeel van het framework of er daadwerkelijk geluisterd word? of alleen het gevoel?

Ik denk dat dit zeker een doel is dat bij ons onderliggend is in participatieve projecten. Is soms wel meer onbewust. Mooi om het zo opeens te herkennen.

misschien nog steeds ons doel. Wij zorgen ervoor dat zij worden gehoord. Maar als het niet je directe belang is zoals een cultuurvisie voor de stad. Andere projecten die gaan over de hele stad dan is hun rol in de participatie kleiner.

Gaswinning groningen nemen het heel serieus, kan je gevoel hebben dat er wordt geluisterd en of dat nou echt gebrud is de vraag.

Helpt het framework om empowered citizenship beter te begrijpen? Kan je dat toelichten?

Begrijpen is 1 ding maar bewustworden helpt daar ook bij. Een framework helpt niet alleen begrijpen maar zeker ook bewustworden.

Deze verschillende aspecten sta je aan de voorkant niet altijd even bij stil. Onebwust ben je er mee bezig en weet je wat je wilt bereiken. Helpt in gesprek met opdrachtgever om er beter bij stil te staan en een grwprek te voeren.

Responsible citizenship vind ik ingewikkelder en indirecter. Denk wel dat pd invloed heeft door samenwerken en bewust worden. Staat vaker wel als een ondergeschikt doel van project wat we doen. Wij gaan na onze opdracht weg. Hoe relaties doorgezet worden of onderhouden worden. Hoe zorg je dat het een gemeenschaop blijft. Vaardigheden die veel in het project zitten maar na het project moeilijker.

Ook in het project is het al een uitdaging in sessies hoe zorg je dat iemand niet alleen vanuit eigen belang praat maar oo vanuit andere bewoners kan spreken. In project wel prettig als je het kan bereiken.

Bij veel gemeenten is dit een belangrijke onderdeel van de vraag. Dat individuele mensen hun eigen belang minder groot maken en meer vanuit een collctief belang gaan prateb.

Herkennen jullie de componenten (voice, agency, etc.) in participatieve projecten? Bij alle projecten of bij een bepaald soort project?

decision-making typisch 1 die per project verschilt, omdat er niet altijd een. Moeilijkheid zit in het woord keuze. Bij veel projecten is er een keuze, maar wel ander soort keuzes. Keuze over eigen leven of eigen woning, of iets meer daar buiten. Daar zit een groot verschil in projecten in.

Onderste deel van model kom niet in elk project evenveel naar voren. Collectivoty zit in sessie met straat/buurte/hof heel veel aanwezig. In project voor hele stad zit dat wat minder in. Afhankelijk van de schaal van een project.

sense of collectivity vaker ondergeschikt

Waarvoor zou jij het framework kunnen gebruiken/inzetten?

Gebruiken bij de start van een project om de stappen te ontwerpen zodat je alles mee pakt uit het framework

in afstemming met opdr. gever. Wat willen we hierin bereiken? vervolgens het proces hierop aanpassen/ inrichten.

kick off met klant: wat is je behoefte (in welke fase)

gekoppeld aan evaluatie (na project)

Tussendoor: bereiken we wat we willen? Voortgang blijven checken

Wat denk jij dat de belangrijkste bijdrage van het framework is?

Handvatten en bewustwording van de verschillende aspecten waar je impact op kunt maken

bewustzijn van mogelijke impacten/soorten impact

Onduidelijkheden aanvullingen/ over of vra

Fijn is in model, als je naar model kijkt per element aangeven wat het bedoel je daar nu mee.

Kan prettig werken als je onderzin toevoegt met wat het betekent in de kern. Ik raak het af en toe toch wel even kwijt. Zou helpen in overleg met een opdrachtgever.

In die context met opdrachtgever zouden wij hem gebruiken. Dan is een samenvatting oid van alle betekenissen fijn.

Praktische casussen zouden helpen om ook in kick-off te laten zien. We zijn niet alleen bezig met oplossen van probleem maar ook versterken van een wijk.

Afhankelijk van hoe gemeente erin zit. Vaak heb je met één beleidstak van gemeente te maken. Terwijl e ook impact maakt op de andere delen van gemeente. Wat heeft gemeente nodig om colecrtieve belang meer te zien.

De impact breder te trekken dan de kpis van project.

Wij spelen altijd af op meerdere beleidstereinnen. Project vaak op 1 terrein. Impact verhoudt zich gek tot 1 opdrachtgever.

APPENDIX 5 | INTERVIEW GUIDES

The interviews were conducted semi-structured in Dutch, using an interview guide. Not all questions from the interview guide were asked to each interviewee and there was also some experimentation with the exact wording of the questions. The basis of the interview guides for interviews with Zeewaardig, the municipality/ experts and residents are presented below.

5.1 Interview guide Zeewaardig

Introduction:
Consent form
Permission video recordings in MS Teams
Start with, when you look back at the project now, what do you remember most?

Project goal:
What was your role in the project?
What was the main goal of the project according to you?
Did you personally (based on your role) have a goal for the project?
In your opinion, did the project also have a social goal (goal related to contributing to the common good)?
Did the goal change during the project?
If so, how did you notice this?

Design approach Zeewaardig:
Design reasoning:
Did you design for a particular value/type of impact in the project?
What value have you designed for in this project (value/type of impact)?
How could this value be recognised in the context of the project (aspects/measurable indicators)?
What was the intended effect in the project (desired effect)?
What requirements did the design have to meet to achieve this?
How did you give shape to this in the final design (operationalisation)?

Reflection:
Do you think the intervention was successful? Why?
Do you think the value for which it was designed is recognisable in the result?
Where did you notice this?
Which activities in particular contributed to this?
Was the intended goal achieved?
Did the project create other value that was not initially or primarily designed for?
Where did you notice this?
Which activities contributed to this?
With hindsight, would you change anything in the design process?

Participatory Design activities:
Did you design activities or interventions in the project to: (if so what)
find out residents' needs and wishes
support residents in negotiating values and concerns
communicate to residents (feedback loops)
empower the residents
paving the way for collaboration
create an equal playing field (equivalence in expertise)
Dealing with power relations.
Reaching out to a diverse group of participants.
Bringing people together
Creating a contact zone for people with different perspectives and values.
Help residents reflect on past or present experiences.
Help residents dream/imagine what experiences can be like in the future.

Participatory approach:
Citizens have been involved in this project in many ways.
What do you think has been the motivation of residents to participate in the process of this project?
How did you experience this participation of residents in the project?
Have there been positive outcomes of this approach?
Have there been negative outcomes of this approach?

Empowered citizenship:
Do you feel that residents were good at expressing their preferences during this project? (voice)
Where did you notice this?
What contributed to this (activities SW)?
Did you notice any change in this?
Did they feel heard?
Where did you notice this?
What contributed to this (activities ZW)?
Did you notice any change in this?
Do you think residents were able to make good choices in the project (decision-making/agency)?
Where did you notice this?
What contributed to this (activities of ZW)?

Did you notice a change in this as well?
Do you think there were factors that hindered residents from participating in the process? (opportunity structure)
Where did you notice this?
What contributed to this (activities SW)?
Did you notice a change in this?
Do you think that after the project, residents have more/less/the same barriers to express their opinions to the municipality?

Measuring practicalities:
I also have some questions about measurements in this project. By measurements, I mean a determination of the effects of a project or intervention.
Did you conduct effect measurements in this project?
If so, what did you measure and at what moments?
Did you do a measurement before the intervention (project)?
Did you find the measurements valuable?
Who was responsible for determining what was measured?
Who was responsible for the actual measurement?
Would you like to change anything about the measurements with hindsight?
What would you consider to be the ideal division of roles when it comes to measuring?
What would you find most valuable to measure/prove in such projects?

Closing:
Did I forget to ask you something that you would like to share about this topic?
When you think back to the project one last time, which activities would you never want to use again and which activities would you prefer to see as a standard in every project and every municipality?
I am also going to interview residents, what would you ask them?
Explanation continuation of the project

5.2 Interview guide municipality and expert

Introduction:
Consent form
Permission video recordings in MS Teams
Start with, when you look back at the project now, what do you remember most?

Project goal:
What was your role in the project?
What was the main goal of the project according to you?
Did you personally (based on your role) have a goal for the project?
In your opinion, did the project also have a social goal (goal related to contributing to the common good)?
Did the goal change during the project?
If so, how did you notice this?
Do you work with participation more often? Why?
How did you experience it now?
Why do you think the municipalities are increasingly working with participation?
What was the intended effect of the project with Zeewaardig at the Eikakkerhoeven?

Social design aspects/Social impact assessment:
Do you still encounter something of the project in your work?
Do you ever notice an effect/impact of the project?
Was this impact/effect negative or positive?
In your opinion, has the project contributed to society?
In what way?
Where do you think this contribution to society (social impact) was expressed in the project?
And when did you notice it?
Which activities do you think contributed to this impact?
Has the intended effect ... been achieved?
What contributed to achieving this effect?
Do you think it has had a lasting effect on the residents?
Did the project create other value that was not the direct aim?
Where did you notice this?
Which activities have contributed to this?

Participatory approach:

Citizens have been involved in this project in many ways.
What do you think has been the motivation of residents to participate in the process of this project?
How did you experience this participation of residents in the project?
Have there been positive outcomes of this approach?
Have there been negative outcomes of this approach?
What do you think could be the main contributions of this participatory approach?

Empowered citizenship:
Do you feel that residents were good at expressing their preferences during this project? (voice)
Where did you notice this?
What contributed to this (activities SW)?
Did you notice any change in this?
Did they feel heard?
Where did you notice this?
What contributed to this (activities ZW)?
Did you notice any change in this?
Do you think residents were able to make good choices in the project (decision-making/agency)?
Where did you notice this?
What contributed to this (activities of ZW)?
Did you notice a change in this as well?
Did they have enough information and knowledge for this?
How did you go about providing information?
Do you feel that this gives residents more control over their neighbourhood and gives them a greater say? (agency)
Did the project change this?
If so, what was the reason for this?
Do you think there were factors that hindered residents from participating in the process? (opportunity structure)
Where did you notice this?
What contributed to this (activities SW)?
Did you notice a change in this?
Do you think that after the project, residents have more/less/the same barriers to express their opinions to the municipality?
Based on what considerations do you think residents made the final choices in this project?

Design approach Zeewaardig:
In your opinion, what was the contribution of Zeewaardig in this project?
Does Zeewaardig approach participation differently than what you may have seen in your work before? What makes the difference?
Do you think this different approach with design thinking has contributed in a different way than a traditional approach? If so, what is it that makes this difference?

Measuring practicalities:
I also have some questions about measurements in this project. By measurements, I mean a determination of the effects of a project or intervention.
Did you conduct effect measurements in this project?
If so, what did you measure and at what moments?
Did you do a measurement before the intervention (project)?
Did you find the measurements valuable?
Who was responsible for determining what was measured?
Who was responsible for the actual measurement?
Would you like to change anything about the measurements with hindsight?
What would you consider to be the ideal division of roles when it comes to measuring?
What would you find most valuable to measure/prove in such projects?

Closing:
Did I forget to ask you something that you would like to share about this topic?
When you think back to the project one last time, which activities would you never want to use again and which activities would you prefer to see as a standard in every project and every municipality?
I am also going to interview residents, what would you ask them?
Explanation continuation of the project

5.3 Interview guide residents

Introduction:
Consent form
Permission video recordings in MS Teams
Start with, when you look back at the project now, what do you remember most?

Project goal:
In what way did you participate in the Eikakkerhoeven project?
How did you get in touch with the project?
Why did you participate in the Eikakkerhoeven project?
What was in your opinion the most important goal of the Eikakkerhoeven project?
Did you have a personal goal around your participation in the project?
Or did a purpose arise or change around your participation?
With what vision did you enter the project? Did anything change during the project?
How was it for others?

Lasting effect of project/experience participation:
Do you still notice anything from your participation to the project?
Do you still talk about it?
Do you still hear or see something about it in the neighbourhood?
Was this negative or positive?

How did you experience your participation in the project?
Did your participation bring you anything personally?
Did you get a different view on the neighbourhood?
Did you notice any positive outcomes from your participation?
What contributed to it?
Did you notice any negative outcomes from your participation?
What contributed to this?
What would have helped to experience the participation in a more positive way?

Would you participate again in a similar participation project? Why?
What would be your ideal role in another municipal

project in your neighbourhood? (how high on participation ladder)

Approachability of the municipality:
How approachable do you find the municipality when you want to express your opinion, for example?
Has the Eikakkerhoeve project changed this?
Would you approach the municipality more quickly with your opinion after this project?

Empowered citizenship:
Do you feel that you were strengthened in your position as a citizen by participating in this project?
If so, why? Do you still have this feeling?
If not, why? What could have contributed to you having that feeling?
Did the project have an influence on how well you can/will express your preferences towards the municipality?
Do you feel heard by the municipality?
Has the Eikakkerhoeven project had an influence on this?
What contributed to this?
Do you feel you have control and a say in your neighbourhood?
Has this always been the case?
Has the Eikakkerhoeven project had any influence on this?
What contributed to this?
Do you feel you have a choice when it comes to change in your own neighbourhood?
Do you use these choices?
And do you have the feeling that if you make a choice to bring change to your neighbourhood, you can achieve this?
Has the Eikakkerhoeven project had any influence on this?
What contributed to this?
Did you feel any obstacle to participate in the project?
Did you hear from neighbours who did not participate why not?
Were there any power relations you had to deal with?
Do you feel that the social group you feel you belong to can change things if they want to?
Did a form of leadership arise in the neighbourhood

to get more done? Or towards the municipality?
Do you think that because of this project there are people in the neighbourhood who have a form of leadership when it comes to changes or improvements in the neighbourhood?
And what about a form of collective action?
Would a group in the neighbourhood be more likely to approach the municipality now than on their own before the project?

Collective citizenship:
How did you experience the collaboration with fellow residents in the project?
Did you encounter others with different opinions/perspectives in this project?
How did you deal with this?
How did you experience that?
Did the project help you to understand others better?
Did you experience any conflicts in the project?
Did you have the feeling that everybody's input was equally valuable and that everybody could express his/her opinion in the project?
Has your view on participating in municipal projects changed after participating?
Would you participate more often in municipal projects after this project?
Did you have a feeling of collectivity/solidarity in the neighbourhood? Was this the same/more/less before the Eikakkerhoeven project?

On the basis of which considerations did you make the final choices for the design?
Are you satisfied with the final design?
What kind of comments have you heard from your fellow residents who were not part of the working group? And from fellow residents in general about the result?
Did the project create any value for you other than what was perhaps the main objective?

Measuring practicalities:
Do you think it is important that in government projects where residents participate, measurements are made to look at the effect of the project?
What kind of measurements would you find most valuable?
Who should the measurements be for? Also for residents?

Design approach Zeewaardig:
The project was set up by designers of Zeewaardig.
Did you experience this differently from other contacts with the municipality?
They use a creative way of working, how did you experience this?

Closing:
Did I forget to ask you something that you would like to share about this topic?
When you think back to the project one last time, which activities would you never want to use again and which activities would you prefer to see as a standard in every project and every municipality?
Explanation continuation of the project

APPENDIX 6 | INSIGHTS ON THE PARTICIPATORY DESIGN APPROACH

6.1 Insights on the participatory design approach

Paradoxical role of the resident in the process

One of the major contributors to the voice and agency that residents experienced in the project is that they had high decision-making power in the revitalisation of their neighbourhood. Especially the fact that the residents made a design that was taken over by the municipality made residents feel like they were heard and had more influence. The very same thing, however, made some residents experience a responsibility they did not necessarily want. Furthermore, it made residents feel unsure if they possessed enough knowledge to make these decisions. One can wonder if a citizen is more empowered when this empowerment stems from the very same intervention that provides unwanted responsibility. Looking at this in more detail, the feeling was mainly caused by the freedom/cart blanche and the feeling that with so much freedom, too much expertise is needed to let residents make that decision. Residents received a lot of information and knowledge to help base their decisions on, through walks with experts through the neighbourhood. At the same time, they noticed during these very same walks that there are so many things that are normally taken into consideration by an expert. They also noticed that when they started asking more questions, more and more information would surface. That made

them insecure: 'what other knowledge is there that we do not know about?' This made residents feel like they could never deliver the same work as an expert. The expert also mentioned that it was hard to find her place in the process at the start. Normally she has a clear vision but in a participation project like this, she did not want to impose or maybe even mention it to the residents. Furthermore, she could not train residents into landscape designers in such a short time. In the end, the landscape designer did think the residents came up with a sustainable design for the neighbourhood, although it was designed a bit more cautiously than she would have done herself.

We walked the streets with the municipality and experts, and then we asked, 'So if you wanted to remove trees, which ones would you remove?' And then the expert would say: 'well, that's entirely up to you, you have to decide for yourself.' 'Okay, but I just want some advice, which one would you remove?' She says: 'yes, I would take away the one tree next to the meter house, because its roots are completely entangled with the cables coming out of that house and they pull the power cables to pieces.' At a certain point, things like that happen, but then I think, guys, I don't know that as an inhabitant, do I? You can't give me that much power as a resident. There's all this specialist knowledge here, because it took a lot of persistent questioning before a lot of things came to light.
- Resident in the workgroup 1

What might objectively be best does not always correspond to the resident's perspective

When you let residents design something which is normally the work of experts, the results will be different. They will not have all the knowledge and experience that an expert has acquired and built up over the years. The fact that the result of residents will be different from that of an expert does not necessarily say anything about the quality of either design. An expert result is not necessarily superior. For example, what would objectively be best, might not match with the perspective that residents have on a topic. In the Eikakkerhoeven, for example, the residents are satisfied with the final design (made

by residents), they support it and it is carried as a community. The expert indicated that a sustainable design has emerged in the end. It could have been a bit more radical, and the expert indicates that she would have been less cautious if she had made the design. The residents, however, feel more comfortable with this more cautious approach. If they do not need a more radical approach and there are no important technical or safety reasons for doing so, this is a good result for them. The residents must ultimately live in the neighbourhood and that is what it should be all about.

It is recommendable to carefully consider when and where residents can have a major say in decisions about their own living environment and when expert knowledge is truly needed. For example, when it comes to safety, highly technical or legal issues. These considerations can be the starting point for determining the desired roles of residents and experts in the project and how they relate to each other.

The municipality handled things in a rather clumsy way. They initially came up with a plan where a whole bunch of trees would be removed. Well, the neighbourhood here loves the trees. We have a lot of them in the neighbourhood, so I can understand that there were some concerns.
- Resident in the workgroup 3

If I had had to make this design myself, it would have been completely different. So it really is a design by the residents, but that was also the question. But if I'd had to make this design myself, I would have made very different interventions and then in some places, many more trees would have disappeared. In other places, many more trees would have been planted.
- Expert

More time investment is needed for a high level of resident involvement

The step-by-step process was set up in several sessions in which the workgroups came together to carry out assignments in the mural under the facilitation of Zeewaardig. Experts and employees

of the municipality were also present to observe, provide information and answer questions. This made the project quite time-consuming for all parties involved.

In the Eikakkerhoeven, sufficient time was needed to work together, step by step, to reach a consensus and a final result. The process included clear moments for feedback and input and enough time in between sessions to be able to process input into the mural, assignments and sketches before the next session. This way, residents could see what happened to their input. This time in between sessions was also needed for the residents themselves to gather needs and wishes and to acquire knowledge and information on the subject. Finally, time was invested so that residents got to know each other and were able to work together and have constructive discussions. The time needed for the process seems to be related to the degree of involvement of the residents and the complexity and sensitivity surrounding the topic of interest.

Residents experienced the time investment as quite considerable, but not too long. The risk is, however, that you will lose residents during the project or that motivation will decrease if it takes too much time. As we saw in the Eikakkerhoeven, one resident forgot a meeting but also felt somewhat indifferent about it because he had already contributed so much. Like the residents, the municipality considered the project worth the time, money and energy it required. However, the project is seen as an exception.

By the way, now that I think about it, that was one thing I did think a few times along the way. Like oh, I would have liked them to be a bit more transparent with me beforehand about the expected time commitment.
- Resident in the workgroup 1

I do have the feeling that they enjoyed it but that they also thought it was long. At a certain point, they got tired of the sessions and the things they had to do. It was quite a lot.
- Expert
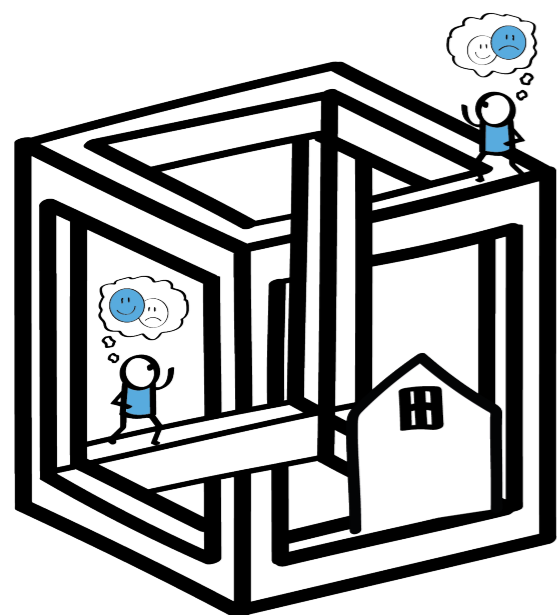
Then I keep coming back to the length of the whole process, it just took so much time, money and effort. It was worth it in the end, but [...] this project is really an exception.
- Project leader within the municipality

The risk of falling back into old patterns after a project is completed

After the poster presentations, Zeewaardig's assignment for the Eikakkerhoeven came to an end. This meant that the control of the continuation of the project was returned to the municipality. The municipality must continue the interaction with residents in accordance with the participative approach that was used during the rest of the project. However, several residents indicated that they were unsure whether the municipality would change anything in the further development of the plan. Perhaps even more importantly, whether this will then be discussed or at least communicated to them.

Furthermore, the municipality will continue revitalising other areas in the neighbourhood as the Eikakkerhoeven moves into the implementation phase. Active residents in some of these areas have already indicated an interest in the approach that was used in the Eikakkerhoeven. The municipality does not have the means, however, to approach all future projects as they did in the Eikakkerhoeven. Involving an external party (in this case Zeewaardig) costs money, and the intensive involvement of residents also consumes a lot of time (and therefore money). For future projects, the municipality prefers to go through the process more quickly, for example by going through the neighbourhood with a 'vacuum cleaner' approach to get to know important themes and concerns. Then they make a design and present it at a residents' evening to get feedback. The improvement of this approach compared to the pre-project in the Eikakkerhoeven is that wishes and needs are collected before a design is made so that they can already be incorporated. The risk is that the residents are again confronted with a design all at once and the evening is not conducive to cooperation. If participants find it difficult

to cooperate, it is also more difficult to reach a consensus together. Moreover, the municipality runs the risk that participation is experienced as tokenistic, as was the case in the pre-project. When residents feel like participation is tokenistic or a box to be ticked, they do not feel heard and do not feel like they gain any kind of control over their neighbourhood either. By doing so, it can miss the whole purpose of participation.

Many different opinions do not always converge to a consensus

If you want to achieve a high level of real participation of residents in projects that affect their living environment, it must be open to all residents. Openness to all perspectives and opinions is also highly valued in participation projects. Often, efforts are made to reach and involve as diverse a group as possible. However, the goal in almost every participation project is to arrive at some kind of result. To achieve such a final result, some form of consensus must be reached. When this fails, you run the risk of ending up in a deadlock (as happened in the pre-project). The difficulty here lies in the fact that you can hardly ever please everyone completely. Moreover, consensus can only be reached if people are willing to make a move toward each other. One of the experts explained that in participation, everyone has to move a little. If a resident does not want to do that, they can still come because it is open participation, but neither resident or facilitator gains anything from that involvement. This can be a difficulty for those involved on the organising side of participation (designers, experts and local authorities).

In the Eikakkerhoeven case, the following aspects helped the residents come together to work towards a final result:
• The investment of time in building a good collaboration, by discussing rules for collaboration and taking time for residents to get to know each other.
• The use of creative exercises to get residents out of their normal way of doing and into a different energy
• The process with clear moments for feedback where discussions are facilitated by an

independent party
• The interviews that participating residents carried out with other residents to hear other stories, reasoning and a red line in what many residents find important
• The emphasis that the end result is for the entire neighbourhood, not only a personal opinion
• The supportive explanations to help residents understand why something needs to be done
• Constantly looking for possibilities and trying to steer away from rigid yes/no discussions

To conclude, it seems that to come to an outcome in participation projects it is of importance to help residents collaborate, look at the topic from a wider perspective (what do your neighbours think), have constructive discussions at defined moments in time and acquire knowledge about the topic.

Residents are very involved, that is also nice. But, that also makes for a lot of different opinions.
- Resident in the workgroup 2

Maintaining personal autonomy while working towards a collectively supported result

To reach a sense of agency it is important that decision-making is based on personal values and interests. The residents in the Eikakkerhoeven project participated from a personal motivation, which supports their autonomy in decision-making. At the same time, as is the case in many participation projects, the result needed to be collectively supported. Residents also found that it is difficult for many of their neighbours, including themselves, to truly think in terms of general interest and put their own interests aside. Given the importance of personal motivation for a resident's autonomy, however, it is important not to fully put these personal values and interests aside. Instead, it would be best if common interests could be linked or intertwined with personal values and interests. The thing that helped most in the Eikakkerhoeven project to weave the perspective of others into the personal were interviews with fellow residents. Furthermore, the process of having a constructive discussion based on concerns and then choosing future trees together also supported this.

It is difficult [....] for residents [...] to really think from a common interest and be able to put their own interests aside completely.
- Resident in the workgroup 3

Supporting the workgroup member as a point of contact in the neighbourhood

By being part of the workgroup, members gained more knowledge and information on the project than non-participating residents. By conducting the interviews with fellow residents and by presenting at the final poster presentation people got to know the workgroup members. The members were recognised in the streets and people came up to them with questions. This already happened when the sessions were still ongoing, but also now that residents are awaiting implementation. Workgroup members have become a kind of contact point about the project within the neighbourhood. When the workgroups still met in the sessions, this was a clear place and time to discuss the questions they received with experts and the municipality. Now that the sessions are over, workgroup members miss arrangements and a point of contact in the municipality when it comes to what to do with resident questions and input.

A positive angle for participation

Zeewaardig is a design studio that designs participation projects with creative methods and tools. In the Eikakkerhoeven project, which took place online due to Corona, a large mural with creative and visual assignments was used. Bringing this creativity into the participation was refreshing for residents and experts. It worked well in creating the right energy for residents to work together toward a shared result. This is because people are taken out of their normal way of doing things and this often softens their attitude, creating a more relaxed atmosphere. Due to a good atmosphere for collaboration, and a set-up with workgroups that come together multiple times, residents enjoyed the process and got to know each other better. In addition, Zeewaardig always tries to approach participation from a positive angle. In the Eikakkerhoeven project, for example,

the switch was made to designating the trees that residents wanted to keep instead of discussing which trees needed to be removed. This approach is often beneficial for the atmosphere and experiences of participants.

I had a lot of fun with the group that dealt with my part of the neighbourhood and we got to know each other better.
- Resident in the workgroup 3

There is not one standard approach to participation, and every project is unique

Almost all parties mentioned that the Eikakkerhoeven is located in a neighbourhood that is not 'average'. The residents are very involved, articulate and like to participate and think along. The employee of the municipality also explained that every neighbourhood requires a different approach, because of these varying neighbourhood characteristics. Moreover, the expert stated that you cannot impose a fixed pattern on participation and that every project is unique. Therefore, there is not one standard participation approach that you can use in all kinds of contexts.

6.2 Recommendations for participatory designers

Since I have talked to many people about impact and participatory design through this research project and through the analysis of the case study, I have learned a lot about impact in participatory design projects. On this basis, I have also drawn up some unvalidated recommendations for participatory designers.

Ensure perpetuation of the used participatory design approach after a commission has been completed

This can be done by discussing with a client at the start of the project what they want to learn from the project and how they might want to continue or scale it up later on. The key question to be answered is: What is needed to perpetuate the approach within the client's organisation after the designer's commission has been completed? Designers can also assist their clients by including guidelines that are important for interacting with residents in this particular participatory process. Think about the way of communicating, the timing of feedback moments and how to deal with changes.

Carefully consider the participation level

By talking to several people from the target audience , experts and municipal employees at the front end of the process, and hearing what

their wishes are regarding involvement and responsibilities. It must be carefully considered what expertise of the residents can be put to good use (about their neighbourhood) and what expertise from experts is needed. This information can then be used to divide the roles between these parties and to choose the appropriate level of participation. For instance, an expert who shares knowledge with residents during the process and allows residents to start working on their own, an expert who draws up proposals that the residents can elaborate on, or an expert and residents who work and decide together.

Keep (involved) residents informed about the project.

Inform them on the planning and any modifications made to a design, especially when the participation phase is 'finished' and residents await a follow-up or implementation. Communication is essential in participatory projects. It is important to communicate frequently, openly and to provide feedback and explanations to residents about planning, design decisions and possible changes to the design.

Help participating residents recognise their role as representatives of the collective

One way of doing this is to encourage residents to collect the wishes and needs of the target group themselves by means of interviews. A conversation sheet and tips and tricks can assist them in this process. Through interaction, participating residents learn about other perspectives through stories and the basis is laid for further cooperation/consultation with non-participating residents in the rest of the project. It is important to encourage residents to talk to a diverse group of people, so that both less articulate and more articulate people are represented. This can be done, for example, by visiting residents door to door.

Support the residents in decision-making

To be able to make choices, it is useful for residents to acquire the right knowledge and information they need to be able to substantiate their decisions. In addition, the municipality can help by providing preconditions on which decisions can be based, but with enough room for the ideas and input of residents. Finally, it may be advisable to create a shared vision on which decisions can be based, in order to limit discussions on one-to-one situations.

Enable residents to collaborate in a constructive manner

By taking the time so that residents can get to know each other and work together, step by step, towards a common goal. In a process with sufficient space and means to express and discuss opinions, values and concerns. It is important that the different participants experience equality in this collaboration. Finally, designers can teach residents to think in terms of possibilities in order to avoid rigid yes/no discussions.

Encourage participating residents

to become the first point of contact in the neighbourhood.

It should be clarified at the start of the project, together with residents and the municipality, who has the role as contact person for non-participating residents in the project. If residents take on this role, there should be clear agreements and arrangements on what to do with questions and how to refer to the municipality.

Creating a pleasant and safe atmosphere

For participation, especially for sensitive issues, it helps to create a positive atmosphere. This can be achieved by approaching activities from a positive angle as much as possible and offering it in a creative or different way. In addition, it is important to evaluate often during the process and to constantly adapt the process to the wishes and needs of the stakeholders.

Build confidence in the process

As a participatory designer, you can do several things to build more trust in the process. First of all, by listening carefully to the input, values and concerns of residents. In addition, it is important to incorporate the input in the best possible way and to process it in a visible and well-documented way. When this is not possible, it is crucial to clearly explain the decisions taken.

Consider how much time is necessary and do not overstretch the time invested by participants

At the start of a project, you should always carefully consider how much time is needed from participants. This may be achieved by looking at the participation level on the participation ladder, the complexity and the sensitivity of the project. In addition, it is advisable to check how much time residents are prepared to spend on it and to clearly explain the expected time expenditure at the start of a project.

APPENDIX 7 | FINDING OUT THE NEEDS AND WISHES OF ZEEWAARDIG AROUND A MEASUREMENT TOOL

A short session was organised with the designers of Zeewaardig to learn more about their needs and wishes regarding a measurement tool. The following topics were discussed with the designers: at what moments during the process they would like to perform measurements, how much time they are willing to spend on measuring, what the most important goal of measurements is for them, who should be responsible for the measurements and who should pay for them, and finally in which form they would like to receive something out of this project so they can start measuring.

Stel jij zou gaan meten in je volgende participatieve stadsproject.

Op welke momenten in het proces zou je dit dan willen doen?

- Tussentijdse meting kan handig zijn
- Vooraf, tijdens en na het project om het effect te meten en bij te sturen
- begin en na het project
- Vooraf goed bespreken met opdrachtgever. Meten voor- en achteraf
- begin, onderweg 1 of meerdere malen en eind. En na een tijd inderdaad ook. Was het duurzaam/ blijvend?
- ook een poos na het project!

Hoe veel tijd zou je daar voor over hebben?

- Als de klant ook wil weten van het meten, dan zo lang als nodig is. Ik zie het dan als onderdeel van het project (AL)
- Als we het voor onszelf doen puur, zou ik zeggen max. 4uur door ZW en nog korter voor de bewoner/klant, bijv 15 min. (AL)
- Afhankelijk van de grootte van het project. Dus ik denk dat een percentage logisch zou zijn. Bijvoorbeeld 5%.
- Hangt af van hoe lang het project duurt.
- Ik vind het wel veel waard, dus mag wel wat tijd kosten, hangt ook of hoeveel momenten het zijn dat je meet. Het liefst niet te veel momenten, dat je wel goed kan focussen op het project zelf en niet de hele tijd met meten bezig bent
- Een halve tot hele dag op het project (denk ik)
- percentage van projectsom

Wat is dan het belangrijkste doel van de metingen?

- Aantonen wat het effect is van hetgeen dat we daar doen. En checken/valideren of beoogde doel is behaald. (AL)
- Dat beoogde doel kan per project hetzelfde zijn. Ik kan me voorstellen dat we een hoop bereikt hebben, maar niet constante dingen willen meten over alle projecten heen die iets breder zeggen over wat ZW bereikt (AL)
- Aantonen of het zijn doel heeft bereikt en wat de effectiviteit is
- Leren om project bij te sturen (tijdens) en effect van aanpak bewijzen achteraf
- Aantonen wat het positieve of negatieve effect van ons werk is. Voor onszelf en (toekomstige) opdrachtgevers. Beter worden in dat wat we doen.
- leren over effectiviteit/ efficiëntie van project/ interventie. om volgende keer nog beter werk te doen

Meten: Wie zou metingen moeten uitvoeren?

- Bewoners, wij en gemeente hebben eigen belang.
- Kan ook afhangen van wie dat doet wat eruit komt.
- Meer een onafhankelijke ZW er.
- Speringsgortinu op een project. Niet echt in het project maar ef en toe komt kijken.
- Eerste gevoel zegt wij. Wij worden vertrekkende/pindr gevraagd, maar als om aan te tonen
- GEmeente logo geeft misschien ook een ander resultaat
- Wij hebben ook een belang in een meting misschien. Uitmeting dat er buiten staat en nieuwen sab geven.
- Als gemeente echt participatie wil, wil ze graag dat zij nieuwegang zijn en het meten.

Wie zou verantwoordelijk zijn voor de metingem?

- ZW heeft verantwoordelijkheid. Als klant ook de meting wil doen, kan die zeker ook een rol en gedeelde verantwoordelijke rol hebben (AL)
- Ligt aan de projectgroep, wie welke rollen heeft. Ik denk wel dat een klant zelf laten meten niet erg onafhankelijk is.
- slager moet zijn eigen vlees niet keuren. liefst is de wijk verantwoordelijk (evt met hulp gemeente)
- Afhankelijk van wie er iets mee wil. Is dit ook voor de opdr. gever belangrijk? Dan gedeelde veranttw. heid. Willen alleen wij als ontwerpers dit? Dan wij. Maar voorkeur = 1e, ook opdr gever
- ZW en klant hebben gezamenlijke verantwoordelijkheid. ZW vooral in proces/ aanpak van meeting, klant in faciliterende rol.

Wie zou de metingen moeten betalen?

- Als wij in al onze stadsprojecten willen meten, dan moet het zo gestandaardiseerd zijn dat het simpel en niet duur is. Als de opdr hetzelf ook wil, kan de opdr. Dat zou een mooi droseum zijn. (Vaneer vang ideal hun fetn's maken. Voor onszelf maar ook voor de klant fijn.)
- De klant, tenzij wij als ZW een case willen opbouwen met bewijs
- de partij die wil leren. opdrachtgever of ZW, afhankelijk van leervraag.
- de klant, dit hoort bij het project als de klant dit wil, dan betaalt hij daar ook voor
- In eerste instantie opdr. gever

In welke vorm zou je graag iets uit dit project krijgen zodat je aan de slag kan gaan met meten?

- goeie vraag! praktisch wil je do's and don'ts maar kan me voorstellen dat het causale lastig is.
- Het liefst een zo concreet mogelijke aanpak om te meten zodat we dit tijdens projecten kunnen gaan toetsen.
- Ik denk dat een praktische uitkomst is een framework, een aantal vragen die je aan het begin en einde en poos erna kan stellen en samen met klant, deelnames/wijk en zelf beantwoord. En als die vragen nog vaag zijn, ook voorbeeldentwoorden.
- Een goed voorbeeld met instructies hoe te vertalen naar eigen projecten
- Om te beginnen een standaard vorm dar we kunnen gaan toepassen met aantal standaard vragen/top. Enquete aan deelnemers of criteria die we moeten bijhouden. We kunnen dat dan gaan doen en twerken naar projecten en (bijvzw) verbeteren. (AL)

APPENDIX 8 | THE PROJECT
SUMMARY FORMAT

[PROJECT NAME] | Project summary

This format can be used to create a brief summary of the project and the agreements made regarding impact measurement.

1. What is the project objective?

What is the main objective of this project?	Are there other goals at the personal or company level?

2. Provide a short description of the project and a timeline

Kick-off with client

3. Some project specifications

Budget	Duration
Number of people involved in project team	Number of residents involved, and at what level of the participation ladder

4. What is meant by impact in this project?
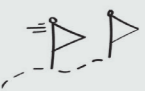
5. Our agreements after the discussion of the impact considerations:
Think of the degree of participation, scale and scope of the project, target audience, time and budget.

6. Our goals

Our impact goal:	Our measurement purpose:

7. Measurement plan

Add the desired measurements to the timeline in number 2.

Always include:

Baseline measurement   Final measurement

Optional:

Intermediate measurement(s)   Additional final measurement(s) in the longer term

---

Who do we want to reach and how can we recruit them?

How many respondents do we want to reach?

For the questionnaire:

For the Interviews:

Who is responsible for conducting the questionnaires and interviews?

Who is responsible for the analysis and interpretation of the measurements?

Are there context and project-specific questions that should be reframed or added?

To illustrate how the format might be used, this one has been completed as to how things could have gone at the start of the Eikakkerhoeven project. PLEASE NOTE: the data in this format is largely fictitious and not representative of how the project went.
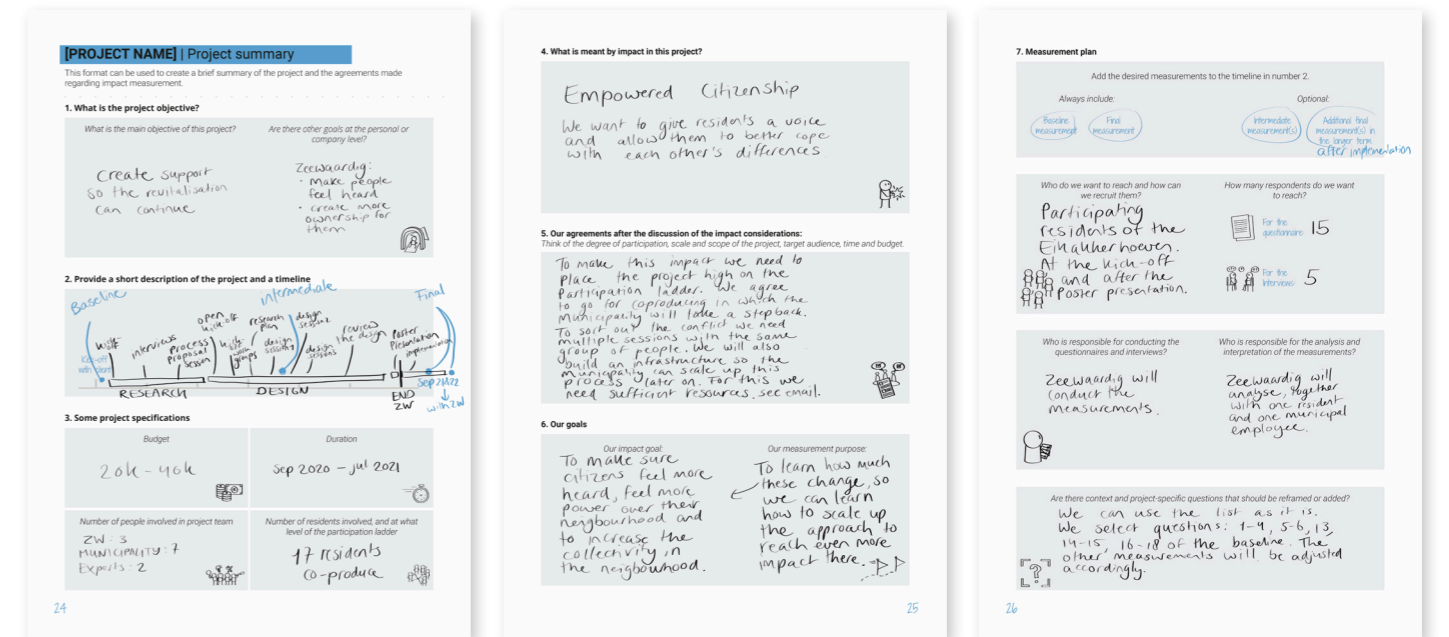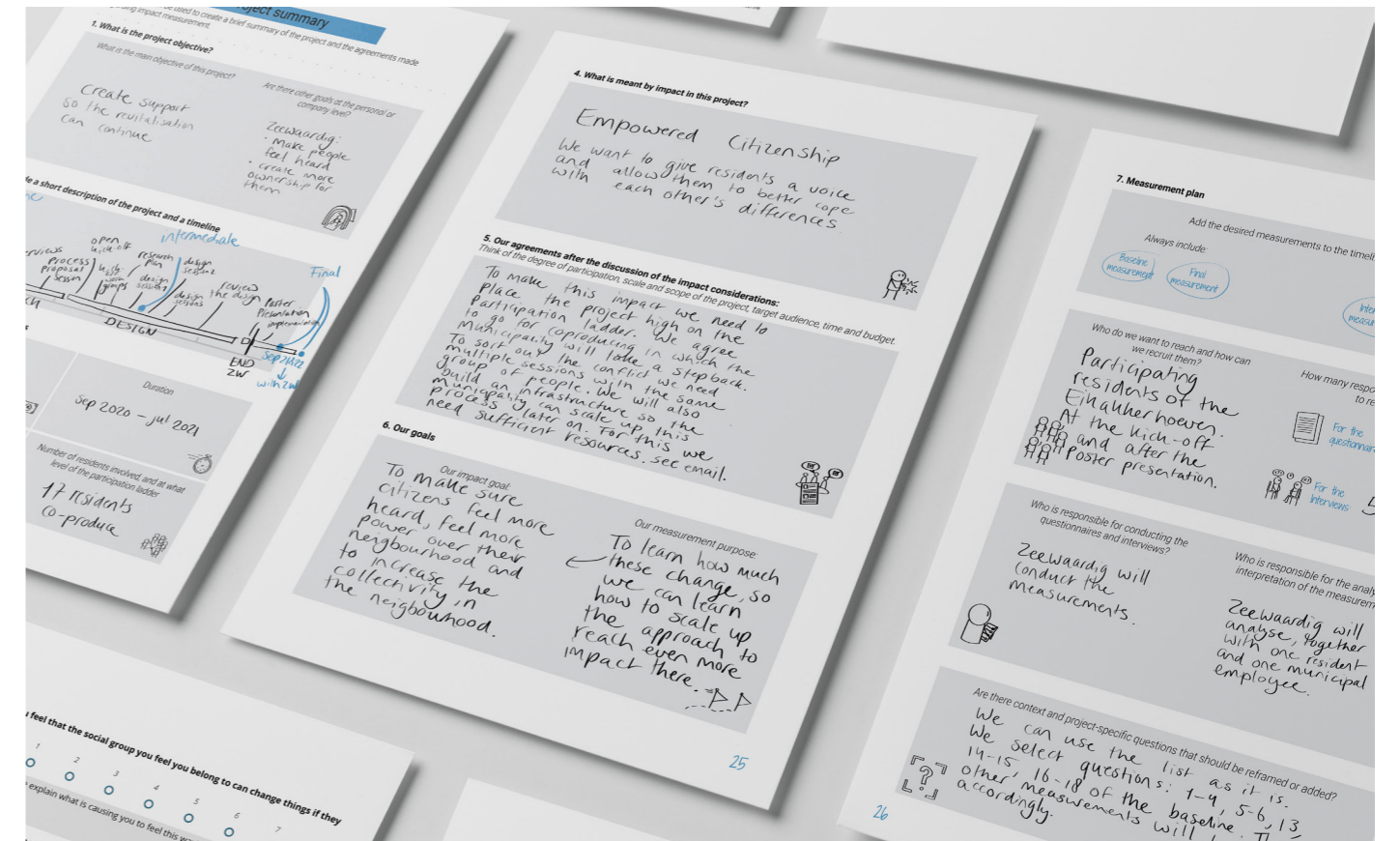
APPENDIX 9 | THE MEASUREMENT FORMATS

This questionnaire was created to gain insight into your experiences as a resident. This means that there are no right or wrong answers, as long as they correspond to your own experiences. The questionnaire is carried out as part of the project [project name].

Information about the project

[Give a short description of the project and a timeline
(including where the project is now on this timeline)].

Project objective

[Conclude with the objective of the project]

We kindly ask you to fill in the following questions. The questions consist of scales with a short explanation in an open question. Thank you for your time and contribution.

1. Could you explain in what way you have been involved in the project?

2. How well can you express your preferences about your neighbourhood towards the municipality?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Could you please explain what is causing you to feel this way?

3. To what extent do you feel heard by the municipality?

	1	2	3	4	5	6	7	
Not heard at all	O	O	O	O	O	O	O	Extremely heard

Could you please explain what is causing you to feel this way?

4. How approachable do you find the municipality when you want to change something in the neighbourhood or provide some input?

	1	2	3	4	5	6	7	
Not approachable at all	O	O	O	O	O	O	O	Extremely approachable

Could you please explain what is causing you to feel this way?

Zeewaardig
Service Design

5. Do you feel you have a choice in what happens to your neighbourhood?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	Strongly agree

Could you please explain what is causing you to feel this way?

6. How much influence do you feel you have over what happens to the neighbourhood you live in?

	1	2	3	4	5	6	7	
No influence at all	O	O	O	O	O	O	O	A lot of influence

Could you please explain what is causing you to feel this way?

7. How well do you feel you're able to make decisions for your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Could you please explain what is causing you to feel this way?

8. How well can you work together with other residents of the neighbourhood to achieve or organise something?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Could you please explain what is causing you to feel this way?

9. Do you have a sense of responsibility for the neighbourhood you live in and the community that lives here?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	Strongly agree

Could you please explain what is causing you to feel this way?

10. Are there people in the neighbourhood who show some kind of leadership to make things happen for the neighbourhood?

	1	2	3	4	5	6	7	
Not at all	O	O	O	O	O	O	O	Absolutely so

Could you please explain what is causing you to feel this way?

11. What would be your ideal role (as a resident) in a municipal project about your neighbourhood?

12. Do you feel that the social group you belong to can change things if they want to?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	*Strongly agree*

Could you please explain what is causing you to feel this way?

13. Do you feel free to participate in a participation project in your neighbourhood if you would like to?

	1	2	3	4	5	6	7	
No influence at all	○	○	○	○	○	○	○	*A lot of influence*

Could you please explain what is causing you to feel this way?

14. How well do you feel you know the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	○	○	○	○	○	○	○	*Extremely well*

Could you please explain what is causing you to feel this way?

15. How connected do you feel to the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not connected at all	○	○	○	○	○	○	○	*Extremely connected*

Could you please explain what is causing you to feel this way?

16. How actively are you involved in projects and initiatives in the neighbourhood?

	1	2	3	4	5	6	7	
Not active at all	○	○	○	○	○	○	○	*Extremely active*

Could you please explain what is causing you to feel this way?

17. Do you feel that everyone's input is of equal value in municipal projects?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	*Strongly agree*

Could you please explain what is causing you to feel this way?

18. How well are you aware of other residents' views on the neighbourhood?

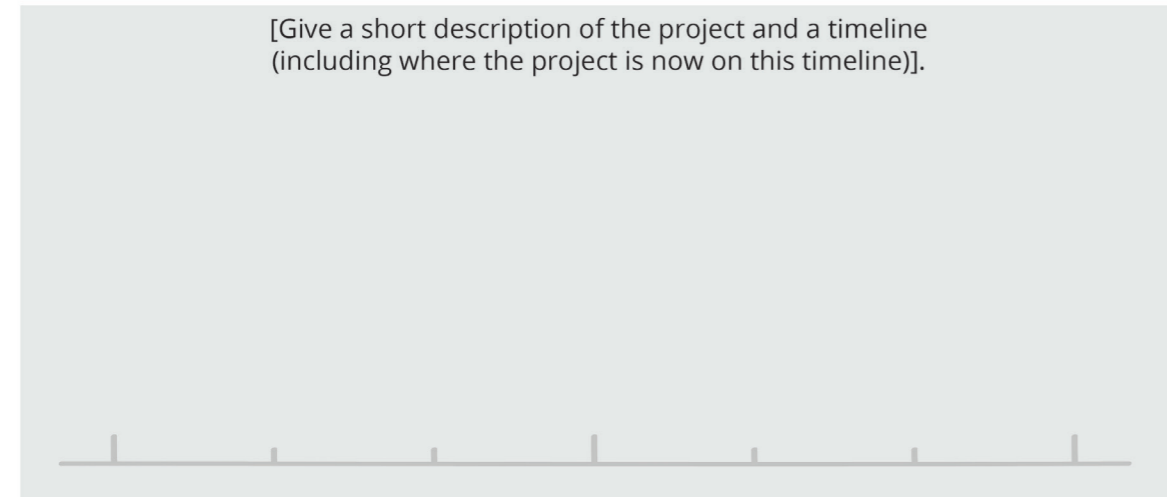|	1	2	3	4	5	6	7	
Not aware at all	○	○	○	○	○	○	○	*Extremely aware*

Could you please explain what is causing you to feel this way?

[PROJECT NAME] | Intermediate measurement

This questionnaire was created to gain insight into your experiences as a resident. This means that there are no right or wrong answers, as long as they correspond to your own experiences. The questionnaire is carried out as part of the project [project name].
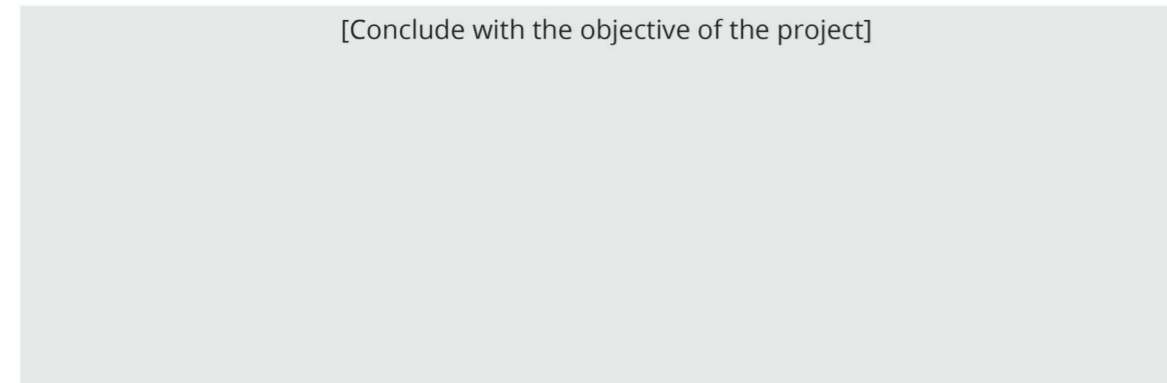
Information about the project

> [Give a short description of the project and a timeline
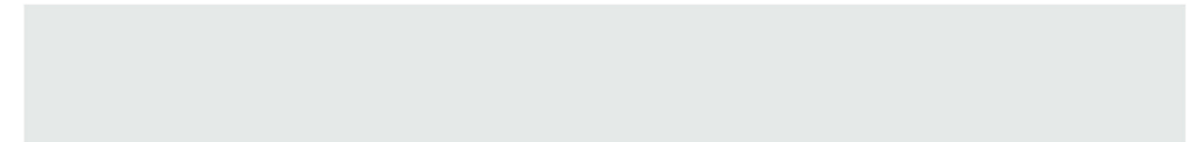> (including where the project is now on this timeline)].

Project objective

> [Conclude with the objective of the project]
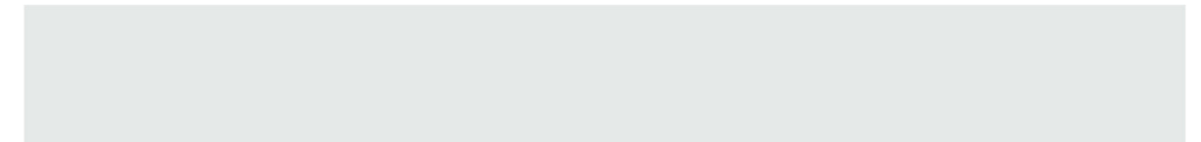
[PROJECT NAME] | Intermediate measurement

We kindly ask you to fill in the following questions. The questions consist of scales with a short explanation in an open question. Thank you for your time and contribution.
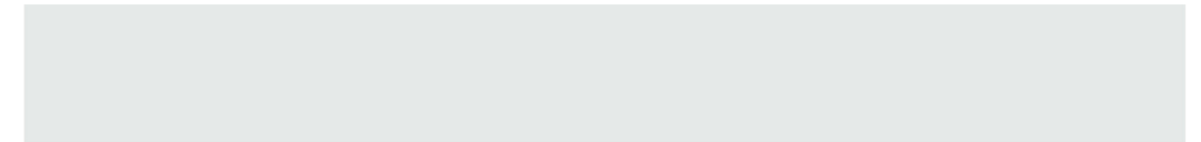
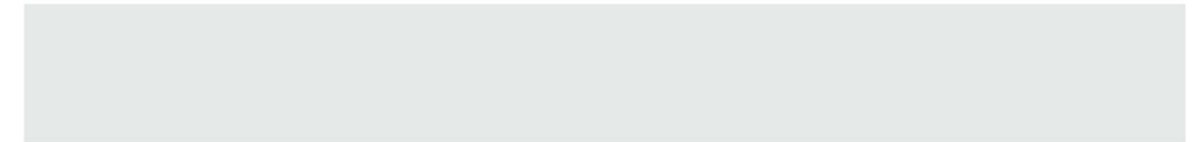**1. Could you explain in what way you are involved in the project?**

2. Has participation in the project brought you anything personally so far? Could you please elaborate?
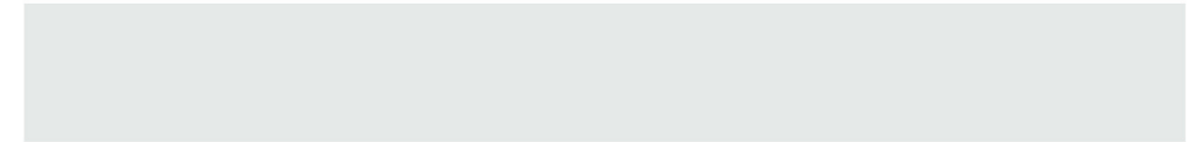
3. Did participation in the project have a positive outcome for you so far? Could you please elaborate?

4. Did participation in the project have a negative outcome for you so far? Could you please elaborate?

5. The project is set up by designers from Zeewaardig, do you experience this differently from other contacts with the municipality? Could you please elaborate?

Zeewaardig
Service Design

6. How well can you express your preferences about your neighbourhood towards the municipality?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

7. To what extent do you feel heard by the municipality?

	1	2	3	4	5	6	7	
Not heard at all	O	O	O	O	O	O	O	Extremely heard

Which activities in the participation project did or did not contribute to this feeling and in what way?

8. How approachable do you find the municipality when you want to change something in the neighbourhood or provide some input?

	1	2	3	4	5	6	7	
Not approachable at all	O	O	O	O	O	O	O	Extremely approachable

Which activities in the participation project did or did not contribute to this feeling and in what way?

9. Do you feel you have a choice in what happens to your neighbourhood?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

10. How much influence do you feel you have over what happens to the neighbourhood you live in?

	1	2	3	4	5	6	7	
No influence at all	O	O	O	O	O	O	O	A lot of influence

Which activities in the participation project did or did not contribute to this feeling and in what way?

11. How well do you feel you're able to make decisions for your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

12. How well can you work together with other residents of the neighbourhood to achieve or organise something?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

13. Do you have a sense of responsibility for the neighbourhood you live in and the community that lives here?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

14. Are there people in the neighbourhood who show some kind of leadership to make things happen for the neighbourhood?

	1	2	3	4	5	6	7	
Not at all	○	○	○	○	○	○	○	Absolutely so

Which activities in the participation project did or did not contribute to this feeling and in what way?

15. What would be your ideal role (as a resident) in a municipal project about your neighbourhood?

16. Do you feel that the social group you belong to can change things if they want to?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

17. Do you feel free to participate in a participation project in your neighbourhood if you would like to?

	1	2	3	4	5	6	7	
No influence at all	○	○	○	○	○	○	○	A lot of influence

Which activities in the participation project did or did not contribute to this feeling and in what way?

18. How well do you feel you know the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	○	○	○	○	○	○	○	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

19. How connected do you feel to the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not connected at all	○	○	○	○	○	○	○	Extremely connected

Which activities in the participation project did or did not contribute to this feeling and in what way?

20. How actively are you involved in projects and initiatives in the neighbourhood?

	1	2	3	4	5	6	7	
Not active at all	○	○	○	○	○	○	○	*Extremely active*

Which activities in the participation project did or did not contribute to this feeling and in what way?

21. Do you feel that everyone's input is of equal value in municipal projects?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	*Strongly agree*

Which activities in the participation project did or did not contribute to this feeling and in what way?

22. How well are you aware of other residents' views on the neighbourhood?

	1	2	3	4	5	6	7	
Not aware at all	○	○	○	○	○	○	○	*Extremely aware*

Which activities in the participation project did or did not contribute to this feeling and in what way?

[PROJECT NAME] | Final measurement

This questionnaire was created to gain insight into your experiences as a resident. This means that there are no right or wrong answers, as long as they correspond to your own experiences. The questionnaire is carried out as part of the project [project name].

Information about the project

[Give a short description of the project and a timeline (including where the project is now on this timeline)].

Project objective

[Conclude with the objective of the project]

[PROJECT NAME] | Final measurement

We kindly ask you to fill in the following questions. The questions consist of scales with a short explanation in an open question. Thank you for your time and contribution.

1. Could you explain in what way you have been involved in the project?

2. Has participation in the project brought you anything personally? Could you please elaborate?

3. Did participation in the project have a positive outcome for you? Could you please elaborate?

4. Did participation in the project have a negative outcome for you? Could you please elaborate?

5. The project was set up by designers from Zeewaardig, did you experience this differently from other contacts with the municipality? Could you please elaborate?

6. How well can you express your preferences about your neighbourhood towards the municipality?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

7. To what extent do you feel heard by the municipality?

	1	2	3	4	5	6	7	
Not heard at all	O	O	O	O	O	O	O	Extremely heard

Which activities in the participation project did or did not contribute to this feeling and in what way?

8. How approachable do you find the municipality when you want to change something in the neighbourhood or provide some input?

	1	2	3	4	5	6	7	
Not approachable at all	O	O	O	O	O	O	O	Extremely approachable

Which activities in the participation project did or did not contribute to this feeling and in what way?

9. Do you feel you have a choice in what happens to your neighbourhood?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	*Strongly agree*

Which activities in the participation project did or did not contribute to this feeling and in what way?

10. How much influence do you feel you have over what happens to the neighbourhood you live in?

	1	2	3	4	5	6	7	
No influence at all	O	O	O	O	O	O	O	*A lot of influence*

Which activities in the participation project did or did not contribute to this feeling and in what way?

11. How well do you feel you're able to make decisions for your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	*Extremely well*

Which activities in the participation project did or did not contribute to this feeling and in what way?

12. How well can you work together with other residents of the neighbourhood to achieve or organise something?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	*Extremely well*

Which activities in the participation project did or did not contribute to this feeling and in what way?

13. Do you have a sense of responsibility for the neighbourhood you live in and the community that lives here?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	*Strongly agree*

Which activities in the participation project did or did not contribute to this feeling and in what way?

14. Are there people in the neighbourhood who show some kind of leadership to make things happen for the neighbourhood?

	1	2	3	4	5	6	7	
Not at all	O	O	O	O	O	O	O	*Absolutely so*

Which activities in the participation project did or did not contribute to this feeling and in what way?

15. What would be your ideal role (as a resident) in a municipal project about your neighbourhood?

16. Do you feel that the social group you belong to can change things if they want to?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

17. Do you feel free to participate in a participation project in your neighbourhood if you would like to?

	1	2	3	4	5	6	7	
No influence at all	○	○	○	○	○	○	○	A lot of influence

Which activities in the participation project did or did not contribute to this feeling and in what way?

18. How well do you feel you know the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	○	○	○	○	○	○	○	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

19. How connected do you feel to the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not connected at all	○	○	○	○	○	○	○	Extremely connected

Which activities in the participation project did or did not contribute to this feeling and in what way?

20. How actively are you involved in projects and initiatives in the neighbourhood?

	1	2	3	4	5	6	7	
Not active at all	○	○	○	○	○	○	○	Extremely active

Which activities in the participation project did or did not contribute to this feeling and in what way?

21. Do you feel that everyone's input is of equal value in municipal projects?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

22. How well are you aware of other residents' views on the neighbourhood?

	1	2	3	4	5	6	7	
Not aware at all	○	○	○	○	○	○	○	Extremely aware

Which activities in the participation project did or did not contribute to this feeling and in what way?

23. How satisfied are you with the [end result of participation] as it is now?

	1	2	3	4	5	6	7	
Not satisfied at all	○	○	○	○	○	○	○	*Extremely satisfied*

Which activities in the participation project did or did not contribute to this feeling and in what way?

24. How well do you feel that your opinion has been taken into account in the [end result of participation]?

	1	2	3	4	5	6	7	
Not well at all	○	○	○	○	○	○	○	*Extremely well*

Which activities in the participation project did or did not contribute to this feeling and in what way?

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