

TOWARDS SOCIAL MEANINGFUL PARTICIPATION

An explorative study into meaningful participation processes becoming socially sustainable in mixed-use urban area developments

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Graduation Lab

Urban Development Management

Project duration

September, 2019- July, 2020

Graduation committee

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Drs. M. (Maarten) Kievits, Fakton, company supervisor

Problem statement



Burgerparticipatie leidt in de praktijk tot conflicten

Eikelboom, 2017 (NRC)

PvdA vreest dat veel bewoners niet op de hoogte zijn van de nieuwbouwplannen in de Florabuurt

Visbeen, 2019 (Algemeen Dagblad)

'Havenbedrijf vreest conflicten bij komst woningen Hembrugterrein'

Het Parool, 2019 (Algemeen Dagblad)

Raad van State: geen duizend woningen op Hembrugterrein

Couzy, 2019 (Algemeen Dagblad)

Amsterdam inclusief

Onze diversiteit is onze kracht. Niet door onze aandacht te richten op de verschillen, maar op wat ons bindt. Waar mensen met een verschillende achtergrond samenwerken ontstaan nieuwe inzichten wat leidt tot innovatie en creativiteit.

Municipality of Amsterdam, (n.d.)

Kernwaarden inclusieve stad

- Sociale veerkracht: Iedereen in Rotterdam is voldoende zelfredzaam en voorbereid op toekomstige ontwikkelingen.
- Toegankelijkheid: Het is voor iedereen mogelijk om mee te doen, vaardigheden te ontwikkelen en persoonlijk te groeien.
- Ruimte voor ontmoeting: De inrichting van de openbare ruimte is afgestemd op verschillende behoeften en vergroot de kans op ontmoeting.
- Gemengde wijken: We streven naar sociaal-economisch gemengde wijken met mogelijkheden om in de wijk wooncarrière te maken.
- Binding met de buurt: Buurten hebben een eigen identiteit, die ervoor zorgt dat mensen zich er thuis voelen. Daar willen we op voortbouwen, zowel in sociale als fysieke zin.

Municipality of Rotterdam, (n.d.)



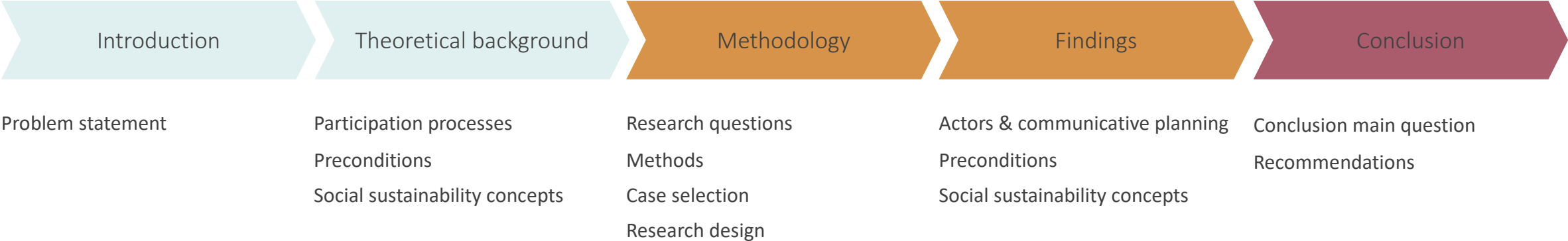
Problem statement

- New Environmental and Planning Act 2021 requires involvement of the affected public
- Municipalities have social sustainability ambitions to improve the citizens social conditions (e.g. participation)

However:

- Still conflicts arise between affected public and effectors; what are the factors for meaningful involvement of the affected public
- Limited information about how to measure social sustainability in participation processes in mixed-use urban developments

Table of content

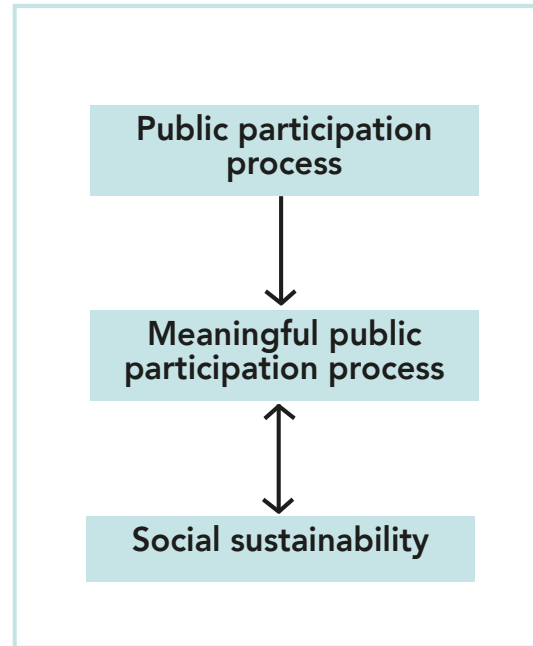


2 | THEORETICAL BACKGROUND

Participation processes

Preconditions

Social sustainability concepts



mixed use redevelopment

meaningful public participation

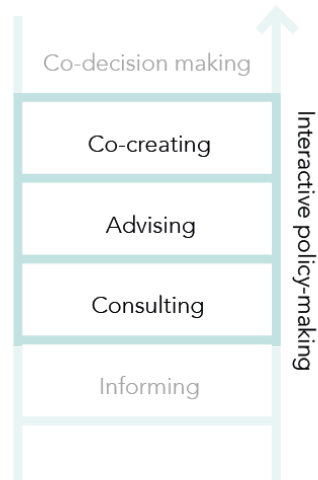
The active interaction between the initiators and participants -who will be affected by the decision-making- where knowledge is exchanged and acknowledged to represent multiple views from both participants and initiators, which together form the basis for an inclusive decision.

(Susskind et al., 1999; Turnhout et al., 2010; Clarke, 2008; Beierle, 1999; Beierle & Konisky, 2000; Julian et al., 1997; Hoffman, 1989; Piller, 1991; Innes, 2002)

meaningful public participation

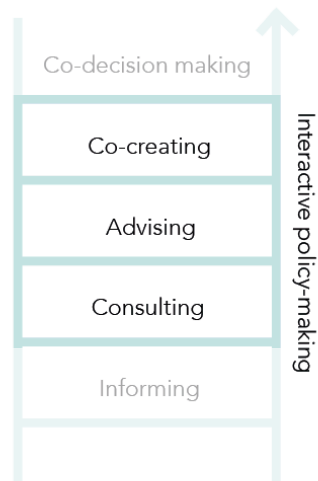
The **active interaction** between the initiators and participants -who will be affected by the decision-making- where **knowledge is exchanged and acknowledged to represent multiple views** from both participants and initiators, which together form the basis for **an inclusive decision**.

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Edelenbos et al., (2001)

	Consulting	Advising	Co-creating
Phase involvement	Late	Early	Early
Problem initiator	Administrators	Administrators	Administrators/ participants
Implementation outcomes	Non-binding	Semi-binding	Non-binding
Techniques	Focus groups Surveys Meeting	Workshops Referendum	Advisory committees Consensus building



Edelenbos et al., (2001)

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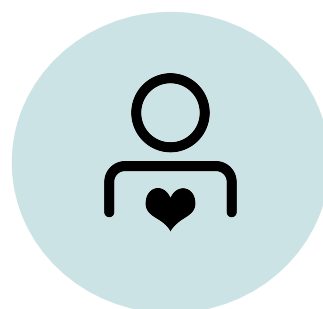
- Creighton (2005): Planning process is a continuum with multiple communicative planning approaches



creating an identity








building trust



administrators willingness



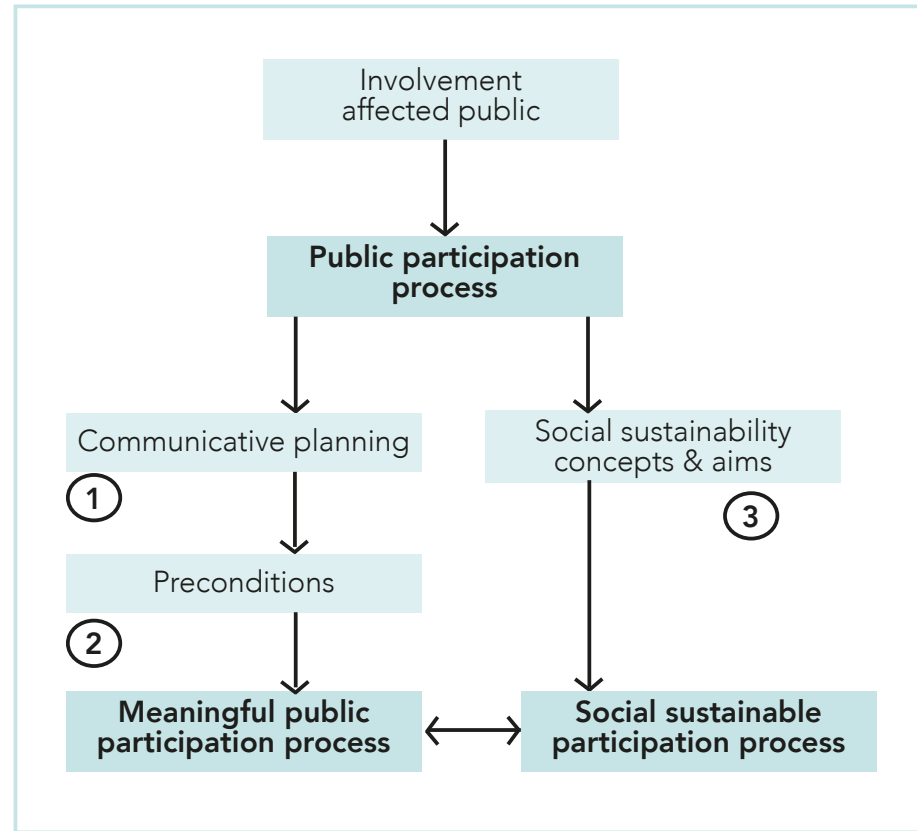
time & budget

Concept	
Social equity	
Social inclusion	
Social capital	
Social cohesion	
Safety	

Rashidfarokhi et al., (2018)

Concept	Main value
Social equity	The influence of the public in the decision-making process, contributes to their rights, opportunities and living conditions.
Social inclusion	Underrepresented individuals are represented during participation process
Social capital	The social relations within professional networks are strengthened by sharing knowledge during the process
Social cohesion	<ul style="list-style-type: none">- The social connection in the neighbourhood is strengthened- Public feels more connected to the neighborhood
Safety	Public feels secure to express opinion and to be in neighbourhood

Concept	Main value	Variable
Social equity	The influence of the public in the decision-making process, contributes to their rights, opportunities and living conditions.	- Equal distribution/ transparency
Social inclusion	Underrepresented individuals are represented during participation process	- Representation - Diversity
Social capital	The social relations within professional networks are strengthened by sharing knowledge during the process	- Interaction
Social cohesion	- The social connection in the neighbourhood is strengthened - Public feels more connected to the neighborhood	- Interaction - Attachment & belonging
Safety	Public feels secure to express opinion and to be in neighbourhood	- Security



mixed use redevelopment

3 | METHODOLOGY

Research questions

Research design

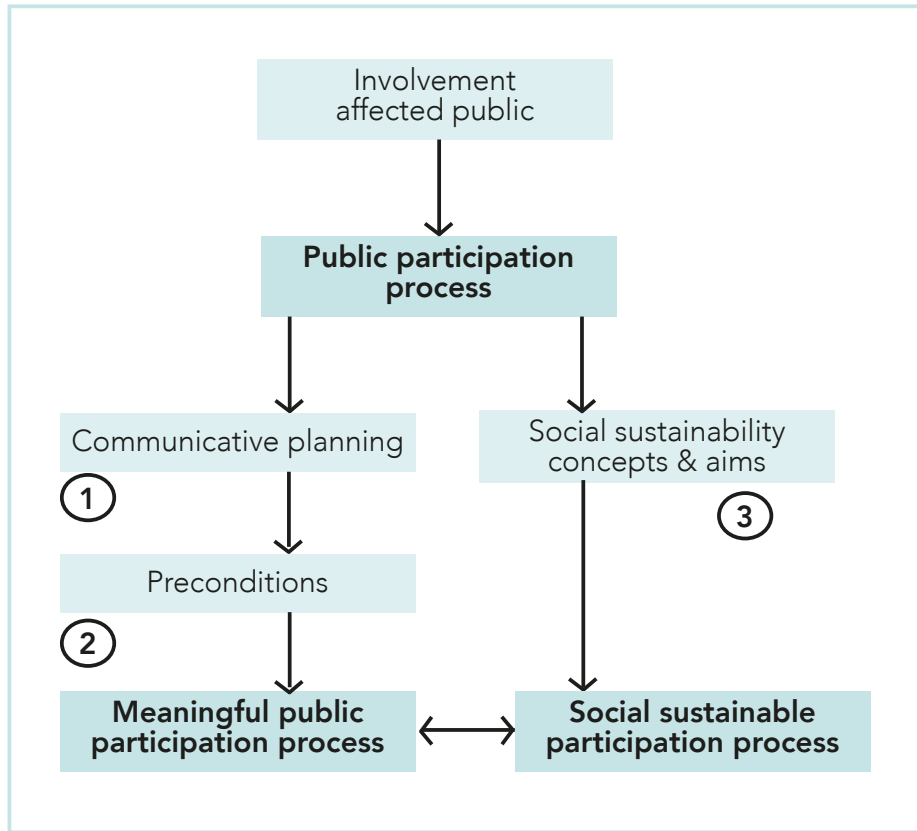
Methods

Case selection

Main question

How can a meaningful participation process be achieved in mixed-use redevelopments and thereby become socially sustainable?

Sub questions



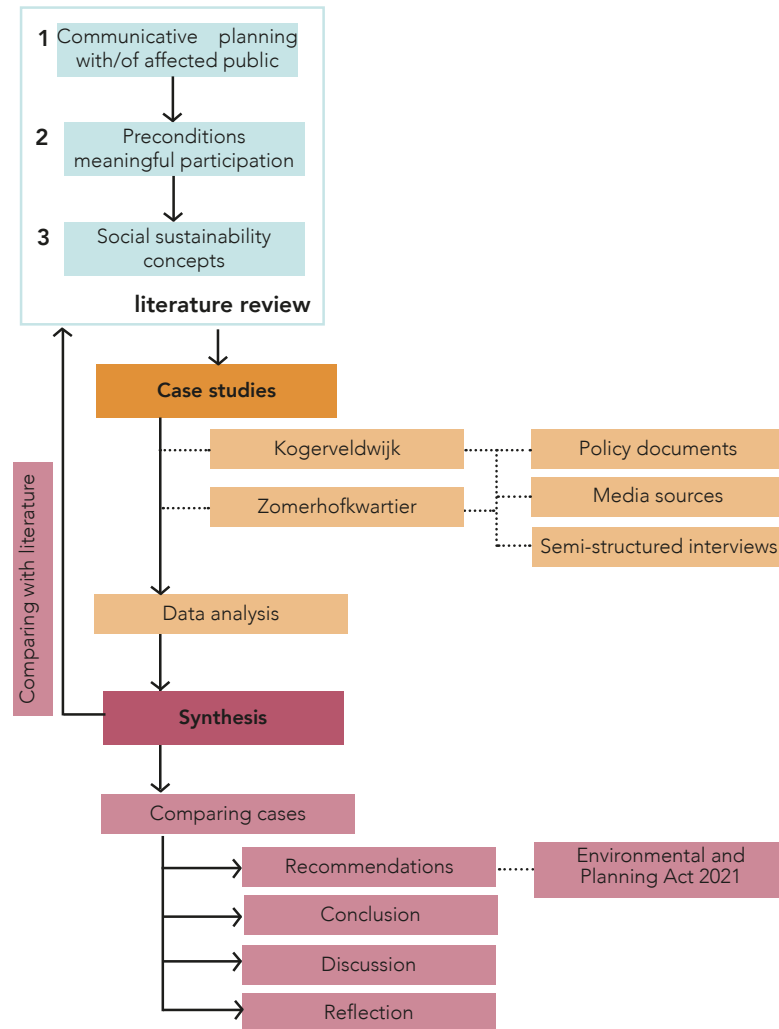
mixed use redevelopment

How are the affected public actors involved in the participation process?

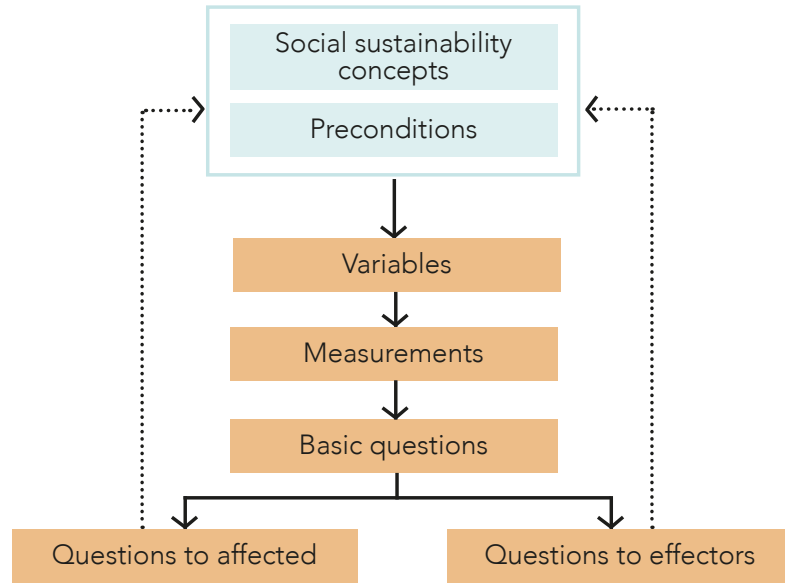
To what extent do preconditions contribute to meaningful participation processes in mixed-use areas?

How does a public participation process contribute social sustainability?

Research methods



Research methods



Sub-type	Preconditions related	Variables	Measures
Social equity	Building trust Administrator's willingness Time & budget	Equal distribution	Feedback given from effectors during process (open dialogue) Documentation/information of process has reached affected
Social inclusion	Administrator's willingness Creating identity	Representation Diversity	No exclusion of groups of affected based on age, nationality, education during the participation process
Social capital	Building trust Administrator's willingness	Interaction	Increase of informal contact between affected and effectors through mutual help and support
Social cohesion	Creating identity Building trust	Interaction Attachment & belonging	Increase of informal contact between affected through mutual support and help Desire to stay in the neighbourhood Willingness to represent neighbourhood during process
Safety	Creating identity Building trust	Security	Feeling of safety during daytime increased after process Feeling of safety during the night increased after process

Case selection



Kogerveldwijk



Zomerhofkwartier

Mixed use area development	Transformation suburban mixed-use area Next to city centre	Transformation inner suburban mixed-use area Boarder of inner-city centre
Participation process	Advice/consult	Co-creation
Mixed affected public	Mostly residents + supportive businesses	Mostly businesses + surrounding residents
Contrasting cases	Top down initiatives	Bottom up initiatives

3 | CASE STUDY

Zomerhofkwartier
Kogerveldwijk

Zomerhofkwartier

Background



Kogerveldwijk

Initiated: municipality of Zaanstad
Year: 2016
Phases: Analysis 2016 – 2018
Perspective 2018 – 2019

Initiatives: Vision workshop professionals
Analysis presentation
Information provision
Walk through neighbourhoods
Partner sessions
MAAK. weeks



Zomerhofkwartier

Initiated: Havensteder, municipality of Rotterdam
Year: 2012
Phases: Slow Urbanism 2012 – 2018
Tender process 2018 – current

Initiatives: Open ZOHO
Workshop ateliers
Information provision
ZOHO lunches
Informal drinks
Market dialogues

Zomerhofkwartier

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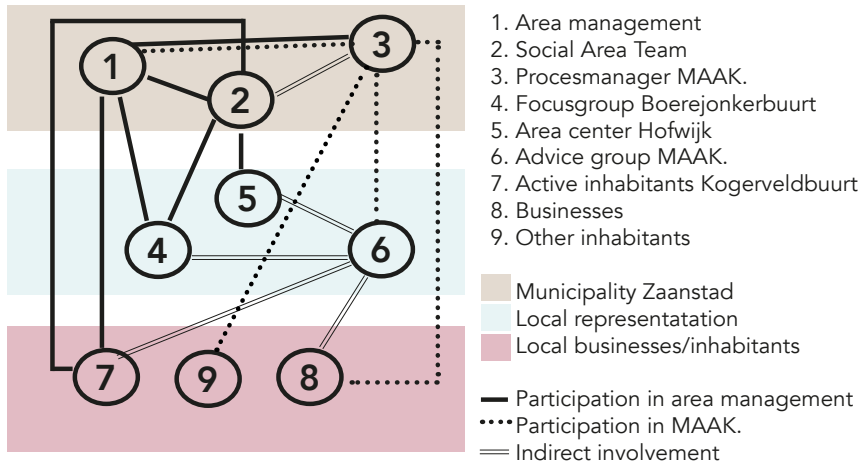
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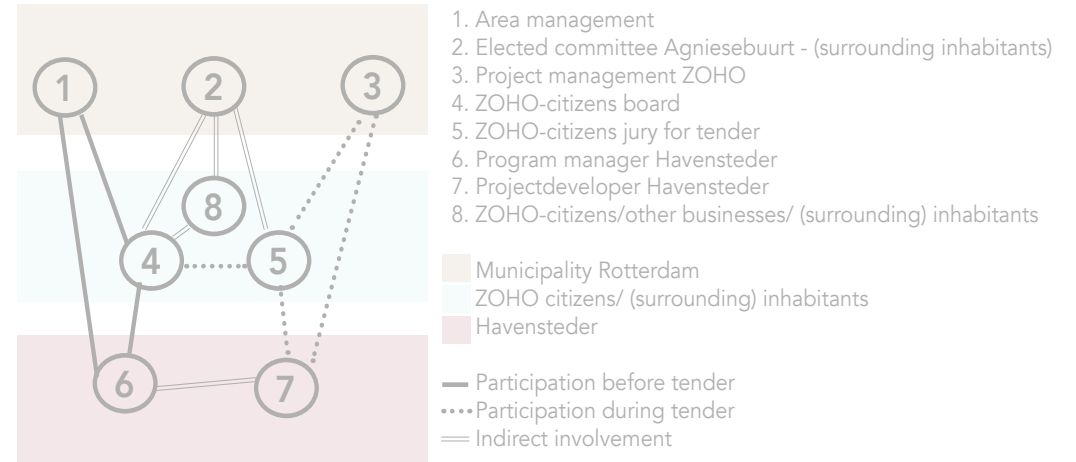
Background



Kogerveldwijk



Zomerhofkwartier

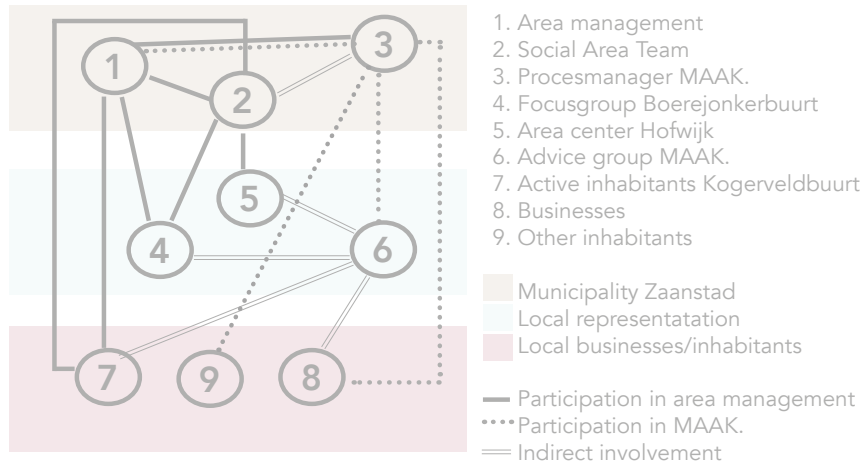


Zomerhofkwartier

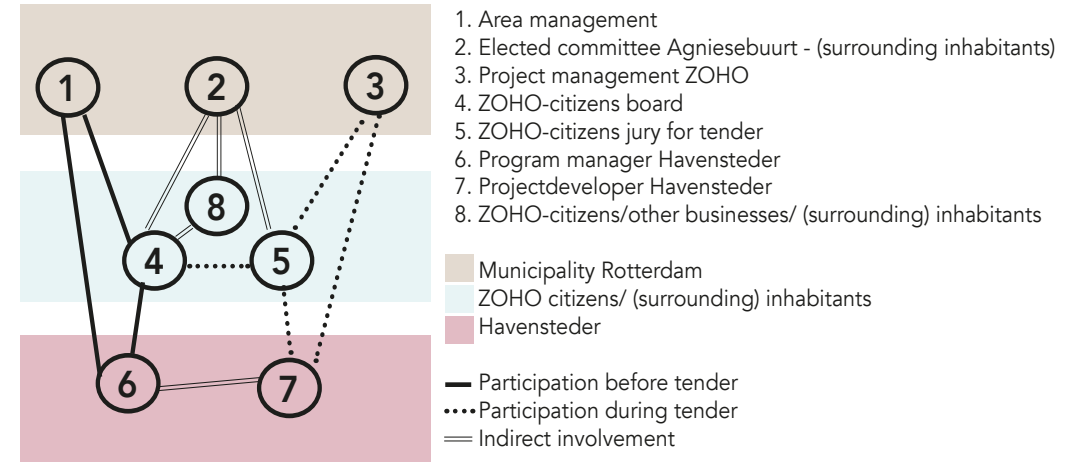
Background



Kogerveldwijk



Zomerhofkwartier



4 | FINDINGS

Actors & communicative planning

Preconditions

Social sustainability

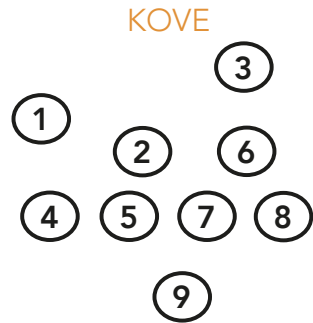
Findings

Actors & communicative planning

Effectors

Affected

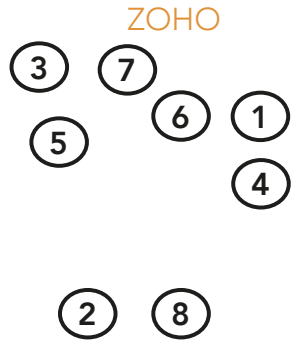
Level of decision-making power ↑



- Municipality of Zaanstad (effectors)
1. Area management
 2. Social Area Team
 3. Procesmanager MAAK.

- Representatation affected public
4. Focusgroup Boerejonkerbuurt
 5. Area center Hofwijk
 6. Advice group MAAK.
 7. Active inhabitants Kogerveldbuurt

- Affected public
8. Businesses
 9. Other inhabitants



- Municipality of Rotterdam (effectors)
1. Area management
 2. Elected committee Agniesebuurt - (surrounding inhabitants)
 3. Project management ZOHO

- Representatation affected public
4. ZOHO-citizens board
 5. ZOHO-citizens jury for tender

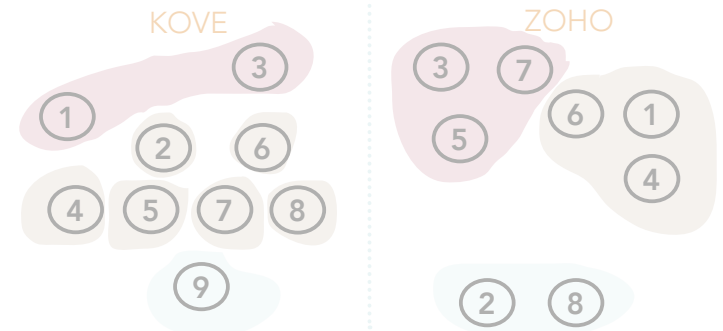
- Market party (effectors)
6. Program manager Havensteder
 7. Projectdeveloper Havensteder

- Affected public
8. ZOHO-citizens/other businesses/ (surrounding) inhabitants

Effectors

Affected

Level of decision-making power ↑



- Effectors
- Representatives
- Affected

Findings

Actors & communicative planning

Effectors

Affected

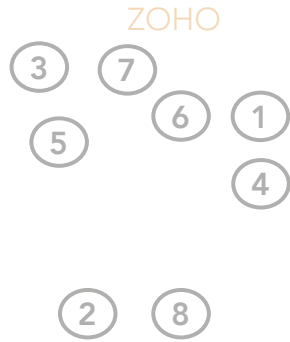
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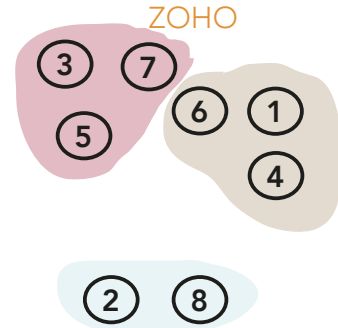
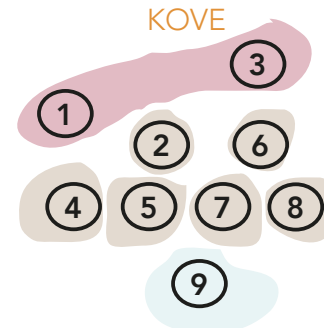
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Effectors

Affected

Level of decision-making power ↑



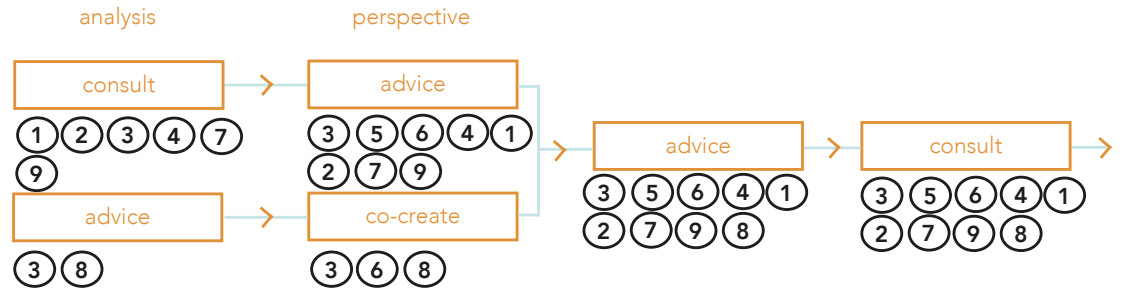
- Effectors
- Representatives
- Affected

Findings

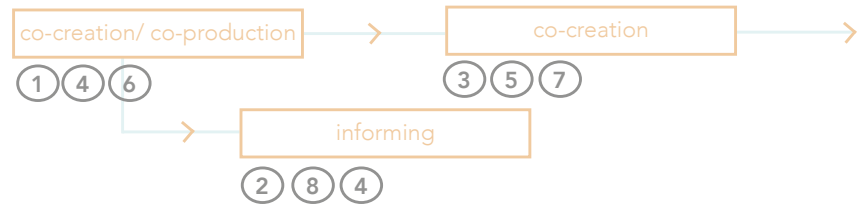
Actors & communicative planning



Kogerveldwijk



Zomerhofkwartier

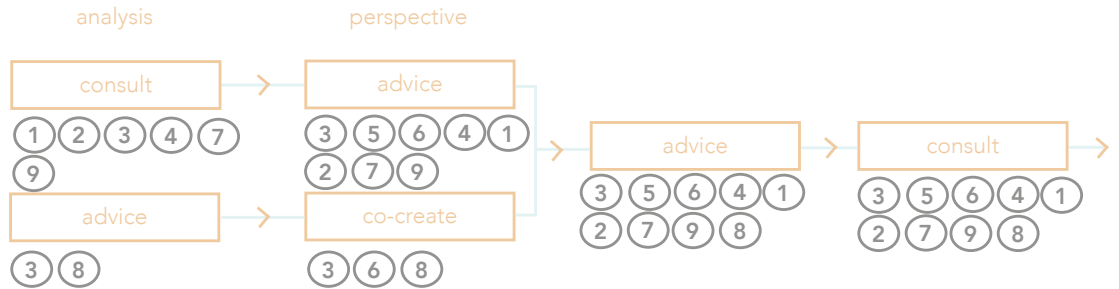


Findings

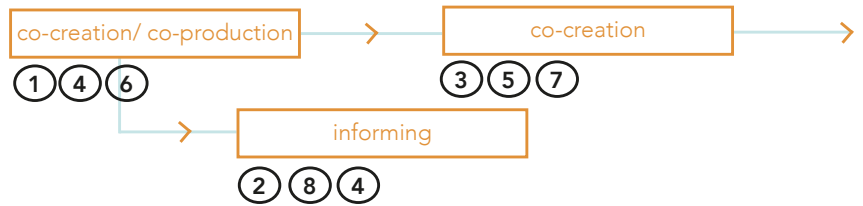
Actors & communicative planning



Kogerveldwijk



Zomerhofkwartier





- Co-creation on equal grounds at the start of the process without any predetermination of the further process.
- The usage of communicative planning instruments can be complementary to each other in their function to engage the public
- Selecting a variety of communicative planning instruments during the participation process is possible, if there is clear communication to the public why a certain instrument is chosen and what is expected from them.

Findings

Preconditions



creating an identity



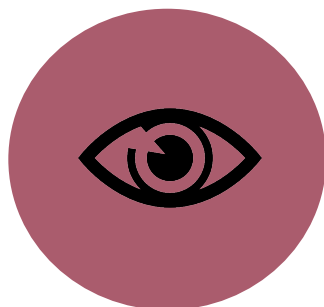
building trust



administrators willingness



time & budget



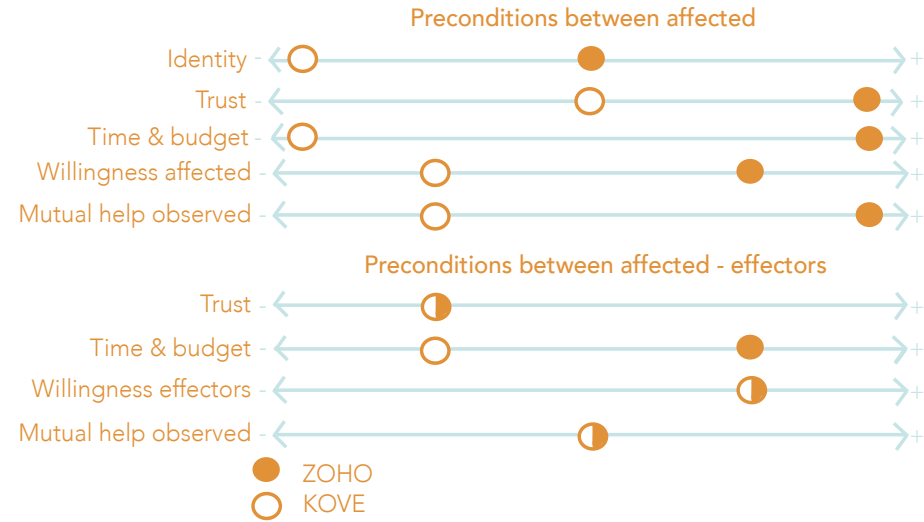
observance of help



willingness of affected

Findings

Preconditions



Assessment of preconditions	Supported by affected KOVE	Supported by affected ZOHO	Supported affected & effectors KOVE	Supported affected & effectors ZOHO
Established an identity	Not occurred	Moderately	-	-
Trust is built	Moderately	Fully	Slightly	Slightly
Administrators willingness for participation	-	-	Strongly	Strongly
Sufficient time & budget	Not occurred	Fully	Slightly	Strongly

Findings

To what extent do preconditions contribute to meaningful participation processes in mixed-use areas?



creating an identity

- Support from the effectors to gain trust
- Time to establish identity (related to socio-economic differences)
- Making ideas concrete (understandable for affected)



building trust

- The transparency of sharing information
- Understanding for each other's cultural differences
- Feeling to be heard



administrators willingness

- Extent of financial/social profit



time & budget

- Input from representatives
- Socio-economic status of public



observance of help

- Built trust through input from representatives



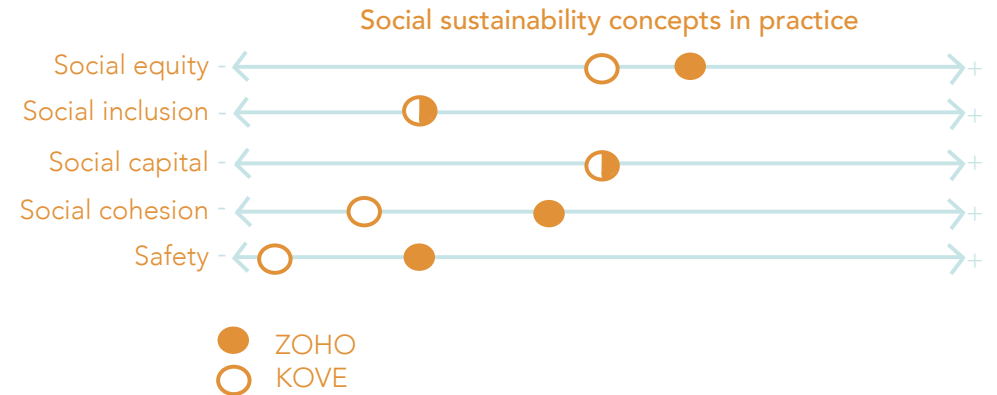
willingness of affected

- Perceiving the problem
- Cultural differences in an area
- Transparency in the form of an open dialogue

Findings

Social sustainability concepts

Social concept	Measurements	Supported KOVE	Supported ZOHO
Social equity	1. Feedback given from effectors during process (open dialogue) 2. Documentation/information of process has reached affected	1. Slightly 2. Strongly	1. Strongly 2. Moderately
Social inclusion	3. No exclusion of groups of affected based on age, nationality, education during the participation process	3. Slightly	3. Slightly
Social capital	4. Increase of informal contact between affected and effectors through mutual help and support	4. Moderately	4. Moderately
Social cohesion	5. Increase of informal contact between affected through mutual support and help 6. Desire to stay in the neighbourhood 7. Willingness to represent neighbourhood during process	5. Not occurred 6. Slightly 7. Slightly	5. Moderately 6. Moderately 7. Slightly
Safety	8. Feeling of safety during daytime increased after process 9. Feeling of safety during the night increased after process	8. Not occurred 9. Not occurred	8. Moderately 9. Not occurred



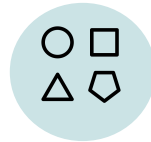
Findings

How does a public participation process contribute social sustainability?



social equity

- Openness/transparency of dialogues
- Willingness of the affected public



social inclusion

- Willingness of the affected public
- Issues considered as “problems”
- Cultural differences in an area
- Transparency in the form of an open dialogue



social capital

- Transparency within communication
- Intense collaboration between representatives/area managers and the affected public



social cohesion

- Mutual help and support observed
- An increase of liveliness in neighbourhood



safety

- The liveliness in areas
- Active involvement of affected public

5 | CONCLUSIONS

Main question

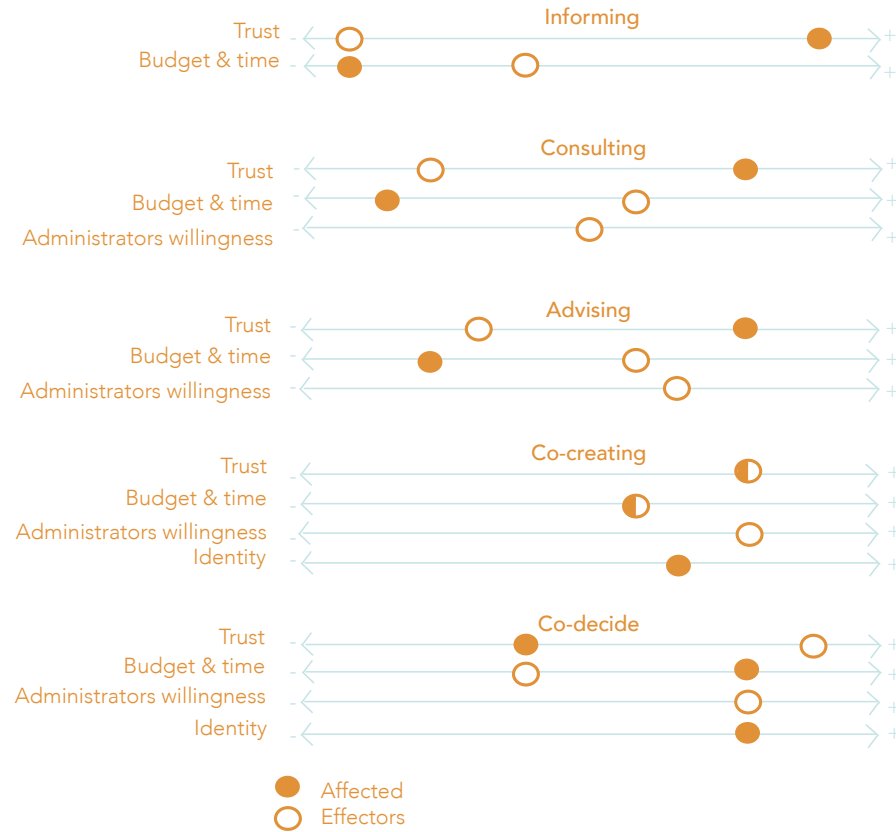
Recommendations

Conclusion

How can a meaningful participation process be achieved in mixed-use

redevelopments and thereby become social sustainable?

Level of dependency

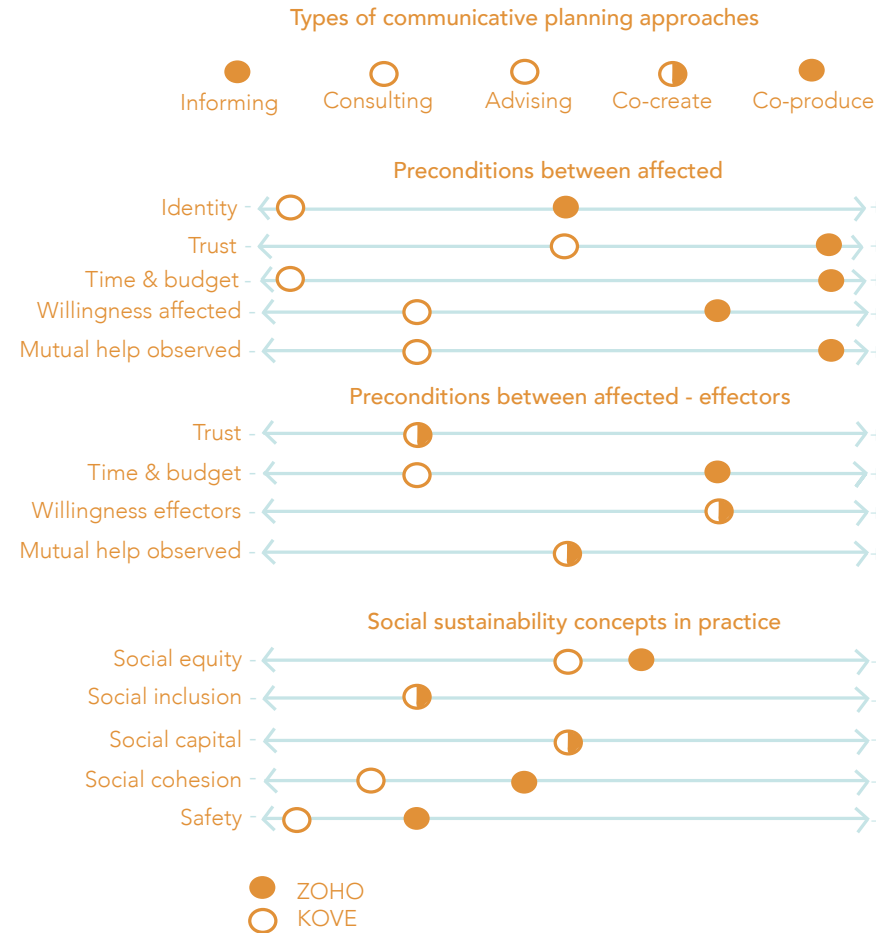


Conclusion

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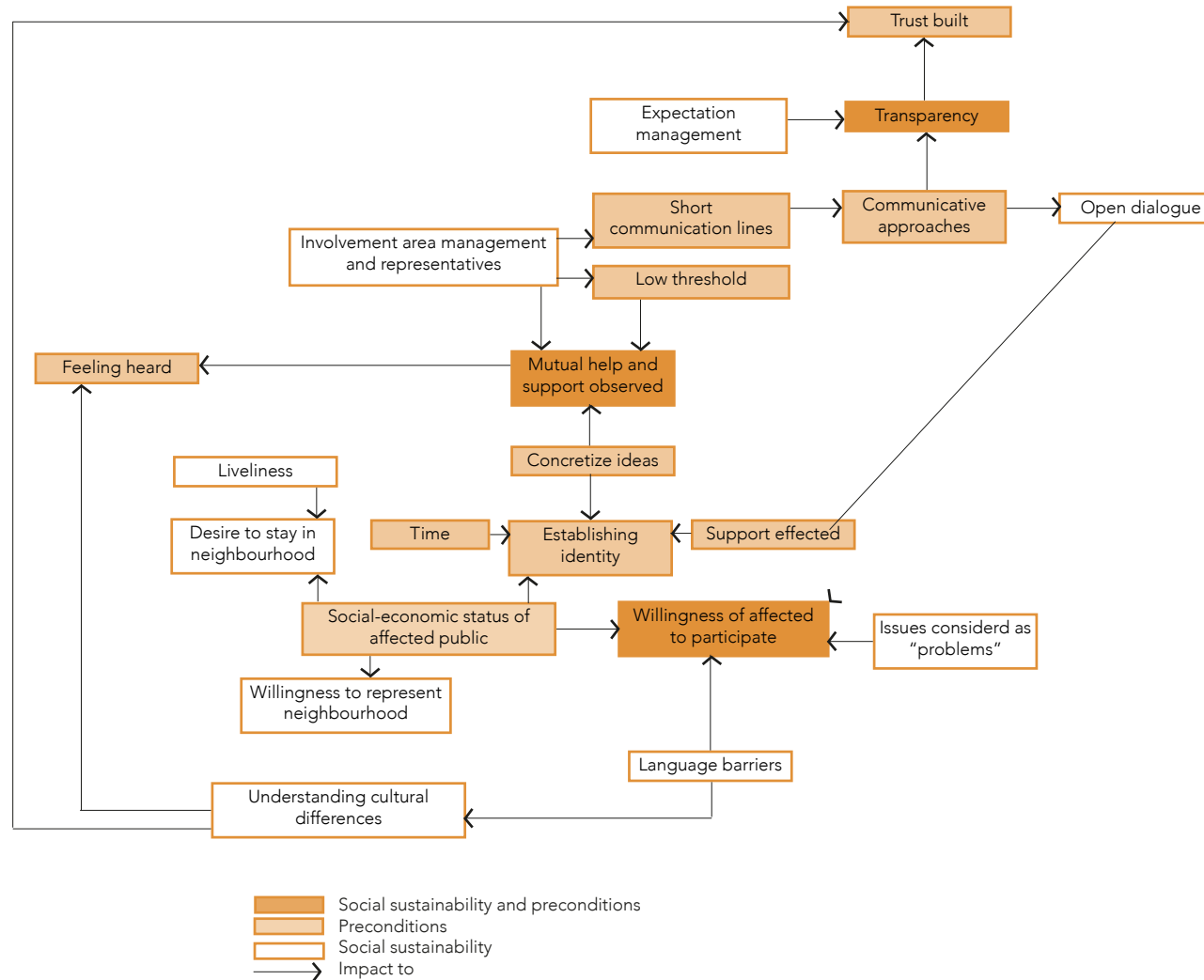
Characteristics social meaningful public participation



Conclusion

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Conclusion

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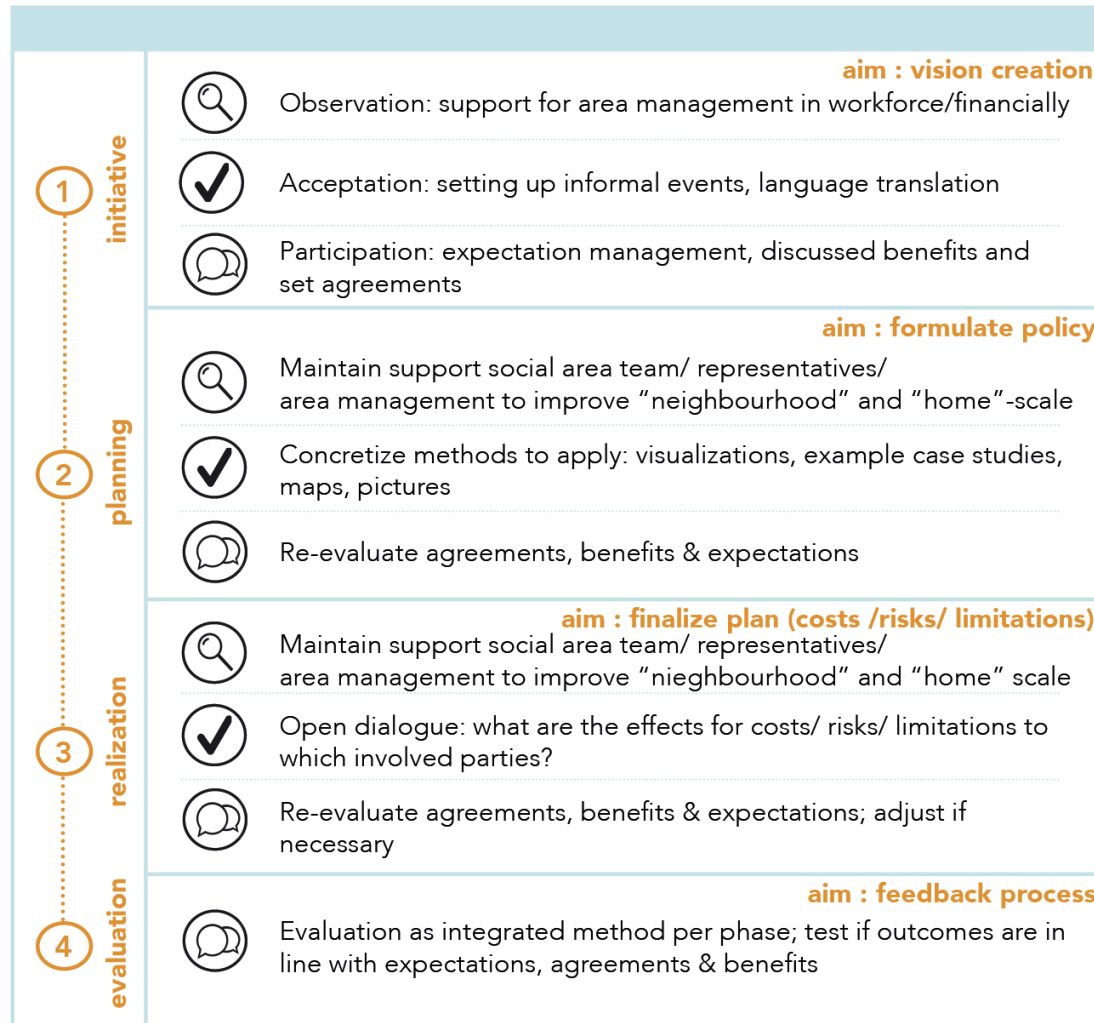
- Mutual help needs to be observed
 - By contribution of representatives/ area management
 - Make ideas concrete, solutions tangible






- Improve the willingness of affected public
 - Local support to support core of the problem on different levels



- Transparency through an open dialogue
 - Communicative planning approaches to strengthen each other
 - Participants treated on equal grounds



-  Mutual help observed
-  Improve willingness affected
-  Transparency in open dialogue

THANK YOU! QUESTIONS?

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