TOWARDS SOCIALLY SUSTAINABLE CITIZEN PARTICIPATION

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

PREFACE

Welcome to my master's thesis: *Towards socially sustainable citizen participation - Exploring the potential of private-led citizen participation processes to contribute to neighbourhood social sustainability.* This ten-month long research concludes my academic career at the Technical University Delft, after just short of seven years. Even though I am immensely proud of this thesis and all that I have learned this academic year, this document does not do justice to my full experience as a student.

For me, being a student was much more than just my academic achievements. When I think about the years at the faculty, I think about all of the new friends I made and the fun we had and most importantly still have, the events that were attended, the growing pains of becoming an adult, the small celebrations, the big celebrations, the endless coffee breaks, the drinks after class, and lastly the great amount of support me and my friends have for each other over and over again. My 18-year-old self in 2016 could only dream about these new friends and experiences.

Too often these valuable experiences of being a student seem to be forgotten and the pressure of academic achievements are the main sentiment during graduation. I too felt great pressure to perform this last year, and it definitely did not make this year easy. Luckily my thesis topic stems from an intrinsic motivation and curiosity, and after a year I still find it interesting – if not even more interesting!

A lot of support was provided by my mentors, both from the university as from ERA Contour – thank you Yawei, Darinka and Lauren. At least weekly I could count on guidance and feedback, which definitely improved this thesis, and kept me pushing for a more in-depth and critical research.

When talking about support I cannot forget my family, friends, and roommates. Countless days of studying together and going through the motions all at once. Luckily summer is here, and we can enjoy the coming weeks together without the pressure of a thesis that needs to be written.

As for the future, I aim to continue learning more about citizen participation and social sustainability in the coming years and am curious to see how the implementation of the new Environmental and Planning Act works out.

Please enjoy reading this report, whether you are a private party looking for a frame of reference, whether you CTRL-F, looking for a suitable source for your own thesis, or whether you are reading this because the topics interests you. May it give you new insights, and may this introduction remind you that there is more to life than academic achievements.

ABSTRACT

Citizen participation is a practice in the built environment practised frequently in construction projects to voice the opinions of residents. However, the participation process is not a standard practice in the industry yet. With the new Environmental and Planning Act of 2024, participation will be the responsibility of the private sector within building project, embedding the participation process into the construction sector. This creates a chance to implement the process in a fundamental and sustainable manner and contribute to social sustainability in a neighbourhood. However, the lack of knowledge about participation, and only the just renewed focus on socially related goals contribute to an environment of uncertainty about how to implement citizen participation in such a fundamental manner.

This research investigates this relationship between the private-led citizen participation process and social sustainability, in regeneration projects in early post-war neighbourhoods, to contribute to the knowledge on how to fundamentally shape a participation process that stimulates social sustainability. Based on literature review, case studies and semi-structured interviews, the main question is answered:

"To what extent can the private-led citizen participation process during regeneration projects influence social sustainability in a neighbourhood?"

Through lessons learned and literature validation it becomes apparent that the participation process can stimulate social sustainability – however only when certain aspects are inherent of the participation process. The advice as a result of this research provides the reader with valuable lessons on what aspects of the citizen participation lead to a process that will contribute to social sustainability in the neighbourhood, supporting the private sector in the shift of participation responsibility towards them.

KEYWORDS

PERSONAL MOTIVATION AND STUDY GOALS

For the past two years I have been living in Rotterdam Zuid (South). When I planned to move to this area, most conversations I had were about concerns for my safety, the bad reputation of the area, and the large share of vulnerable people that lived here. 'Are you sure you want to move to the South? Find a nice house in the north of Rotterdam!' – was the advice I got. Frankly, advice like this made me doubt the decision I had made.

Now, two years later, I would not trade this house and neighbourhood for any other place to live. The residents form close communities, especially in certain streets, of which mine is one. The community shows itself in neighbourly contact and looking out for each other, an aspect I highly appreciate. It is generally safe and living within a community with a mix of people regarding, age, income, nationality, etc. has been a great experience. All of the earlier advice and doubts have been proven to be unnecessary.

The neighbourhood I live in has been slowly transformed over the past years, and me and my roommates are the not-so-subtle start of a gentrification process. Among my neighbours there is a lot of frustration about their inability to have a vote in this process. Adding to this frustration is another incident: the fact that we live on an oil reservoir, and the national oil company is planning on increasing their supply from this reservoir. This incident made me think about participation and used methods for this, as 'participation' used in this instance was a mere flyer in our mailbox (in just two languages in a multilingual neighbourhood). The chosen language was unclear and hard to understand for most people. It felt like this choice of method was on purpose, trying to create confusion to prevents citizens to get involved in the plan.

Our neighbourhood is fortunate to not have social and environmental problems as big as other places in the south of Rotterdam, and therefore it is not involved in major collective restructuring projects. However, these projects seem to be all around us, and the question arises whether the residents from those neighbourhoods have been part of those projects – and better involved in major decisions than we were with the oil reservoir debacle.

This question, and personal experience of feeling powerless in a government decision, marked the start of my intrinsic motivation to research the concept citizen participation. The decision to specifically investigate the potential of social sustainability implemented in, and deriving from, citizen participation was brought on by the freedom of participation in the new Environmental and Planning Act 2024. In my opinion, this freedom needs to be guided into a focus on a mutually beneficial process and outcomes for all parties. I hope to be able to contribute to the process of citizen participation with this research and advice process implementations that help all parties - now and in the future.

STUDY GOALS

With this masters' thesis there are a few personal study goals I would like to achieve this year. To start off, I want to grasp the concept of citizen participation and its varied definitions, implementations, and its fluidity. Citizen participation and social sustainability will have an increasingly important role in the construction industry, and I feel that a good and deep understanding of the concept will really help me after this research.

Next to this first target, I want to improve my writing. Throughout my studies I have tried to make texts more coherent each time, and improve my academic use of language, With this research comes an opportunity to dive into writing mechanisms and improve on these points.

Lastly, I strive to learn about data collection and analyses. On one hand, I want to get better at critically analysing data, drawing conclusions, and determining the core of a research. On the other hand, there is a focus on interviewing with this goal. Often I find it hard to think quickly and switch quickly between topics, and I want to use the interviews in this research to practise these skills and become better at interviewing and thinking quickly.

View on our neighbourhood get-together in Oud Charlois, Rotterdam (Own picture, 2022)

View from our top floor in Oud Charlois, Rotterdam (Own picture, 2022)

EXECUTIVE SUMMARY

The last decennia there have been several trends in Dutch urban developments. Two important trends are the privatization of the construction market, and the focus on mainly physical implementations in urban developments. As a result of these trends, neighbourhoods in dire need of a more socioeconomically aimed regeneration approach have deteriorated – often these neighbourhoods are early post-war neighbourhoods (Kleinhans, 2012a; Mak & Stouten, 2014). This need for socioeconomical improvement is still present is some neighbourhoods. As of right now, there is a renewed focus on social aspects in urban development, supported by a new Dutch national program focussed on liveability and safety, and its associated project funding for regeneration projects in vulnerable neighbourhoods (Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, 2022). This new focus is present alongside the implementation of the new Dutch Environmental and Planning Act of 2024, where the responsibility for citizen participation shifts towards the private sector (Koninkrijksrelaties, 2023). Combining the need for social regeneration in early post-war neighbourhoods, the privatization of the construction sector and the newfound citizen participation responsibility for private parties: the private parties face a challenge to socially develop these vulnerable neighbourhoods and implement citizen participation in the process. The main challenge is found in the undefined process of citizen participation by the new Act. With the undefined process, private parties are in the lead but do not know how to execute the participation process. This constitutes to a risk of confusion and unaligned perceptions and actions – possibly doing more harm than good with a citizen participation process and disregarding the potential the citizen participation process has to contribute to social project goals. This research explores the possibility of contributing to society by providing a relevant framework on how to implement private-led citizen participation that combines the participation process with the focus on and improvement of socioeconomic problems in a neighbourhood.

Through literature research, three concepts become apparent that frame this research and the research question. The first concept is urban regeneration, a form of urban development. The regeneration process is characterised by its fluidity and being directed at a multi-fold of problems – economic, physical, social, environmental. It is a process in a local setting, with the involvement of local citizens, meaning to make a lasting improvement (Al Sader et al., 2019; Barosio et al., 2016; Kleinhans, 2012a; Roberts & Sykes, 1999; Stouten, 2011; Wang et al., 2022). A regeneration process includes the citizens of a neighbourhood and focusses on both tangible and intangible aspects of urban development, tying in to the current trends. As the regeneration process is local, citizen participation is an inherent part of this process. In this research, activities are regarded as citizen participation when they are considered meaningful. This means that for participation to count, citizen voices and their input has been integrated in the project. Citizen participation is a widely researched topic, with many associated benefits as well as the possibility to act as a barrier in a development process. Some of these associated benefits show overlap with aspects of social sustainability, the last concept of the research. Social sustainability is an often-used concept when regarding tangible goals within projects. This concept can also be regarded as inherent to the regeneration process, as the regeneration process is directed at social problem and aims to make a lasting improvement. The definition of Chiu (2003) provides a supportive definition for the concept of social sustainability: 'maintaining or improving the wellbeing of people in this generation and in future generations'. This definition becomes more concrete by using the triad of social sustainability by Shirazi & Keivani (2019), which use the aspects of intangibles, tangibles and population profile of a neighbourhood to be able to define and analyse social sustainability. The three aspects are interrelated and all constitute to a presence of social sustainability in a neighbourhood.

The overlap and connections between the concepts lead to the following hypothesis: *Social sustainability can be implemented or strengthened in a neighbourhood through a private-led citizen participation process in an urban regeneration project.*

From this hypothesis, the main research question is derived: **"To what extent can the private-led citizen participation process during regeneration projects influence social sustainability in a neighbourhood?"**

This research question is answered by a mixed methods approach, including literature review and case studies based on semi-structured interviews, surveys and document analysis. This contributes to an exploratory mixed method research (Blaikie & Priest, 2019). The case studies are done based on two cases: The Nieuwe Wetenschappersbuurt in Schiedam, and Overvecht Noord in Utrecht. The two cases share their context of a regeneration process in an early post-war neighbourhood containing private-led citizen participation. The cases differ in their project phase and with that the way their process can be analysed: Schiedam provides a coherent case where reflection on the whole process and its outcomes is possible, Utrecht provides a continuing case where reflection on the stakeholder collaboration and the citizen participation process is possible.

By answering the research question, this research contributes to society by creating a clear direction on how implement private-led participation that support both the private parties by providing structure, and the community by contributing to increase or stimulate neighbourhood social sustainability through a participation process. The academic value of the research is found in connecting the concepts of social sustainability and citizen participation, in the light of a private-led process. The research will contribute to the current gap in the literature on this combined topic.

The empirical findings can be summarized in a few points. First, it becomes apparent that stakeholder collaboration is essential for the course of the project and the citizen participation process. With an internal project team collaborating based on trust, transparency and honesty, a unified and aligned front can be presented outwards – creating clarity for other stakeholders such as the neighbourhood citizens. This alignment and trust within the project team transpires into the start of a trusting relationship between professional parties and citizens. When there is little alignment and trust, transparency or honesty within the project team, this constitutes to a distrusting relationship with other stakeholders such as citizens – underlining the prejudices about professional parties (e.g. only present for a profitable business case, or not caring about the citizens). This distrust is not easily solved and needs hard and consistent work from mainly professional parties to build a trusting relationship inside and outside of the project team.

Secondly, there is lessons to be learned from the citizen participation processes carried out in both cases. Creative and diverse activities within the participation process contribute to less unnecessary discussions and speak to a more diverse group of participants; and, they help to dream and built together towards a future vision instead of remaining stuck in the problems of the present time. In these methods, it is important to not only include current citizens, but future or new citizens as well where possible (e.g. in later stages). This is to safeguard the benefits associated with citizen participation: feelings of ownership, with both current and new citizens. In this way professional parties and citizens work together towards implementing social aims of the project. In working towards realizing these social aims, citizens need to be supported by a representative group within the neighbourhood. This true representation remains important, even if outspoken citizen organizations are present in the neighbourhood – these do not automatically represent the neighbourhood population. In reaching this representation and throughout the whole of the participation process, communication and honesty about the process is important. In this communication lies the opportunity to help citizens realize the connection between physical changes and implementations and the intangible experiences of a neighbourhood.

Lastly, as becomes apparent from the project goals of both cases, the goals span across both tangible and intangible domains of social sustainability as defined by Shirazi & Keivani (2019). Where tangible goals are easily reached, intangible aims are more difficult and need the support of citizens of the neighbourhood. This support can be generated through a citizen participation process with aspired beneficial outcomes in line with the intangible aims of a project (e.g. feelings of ownership). Both projects do not mention the concept of social sustainability, however when comparing the project goals to the aspects associated with social sustainability the overlap is undeniable. This shows that the project goals align with the concept of social sustainability, even though is this unintentional and stakeholders are unaware.

When relating the empirical findings to the literary debate, the findings tie in with existing theories. This underlines the lessons learned, and emphasises the importance of building a trusting relationship and true neighbourhood presentation even more. The citizen

participation process has a vital role in a regeneration project – it is the connector between tangible and intangible project goals and through this connection and stimulation the realization of intangible goals, the participation process contributes to social sustainability in a neighbourhood.

This finding answers the research question of the research: the extent to which a private-led participation process in urban regeneration projects can influence social sustainability in a neighbourhood is substantial. It has become evident that the private-led citizen participation process is an essential element in a regeneration process to connect tangible project actions to intangible project goals. The data collection shows that when the participation process is executed well, it does contribute to values such as ownership, connection, community building, encounters, feeling heard, mutual understanding, (individual) wellbeing and recognition of the project. As the tangible project actions alone are not enough to fully reach the intangible project goals, it is these values that derive from the participation process that need to be inherently part of a project.

With a fitting participation approach for a neighbourhood and clear and honest collaboration, the private party can be seen as a guide, supporting citizens in establishing new networks and caring for their new environment. This ensures the realization of benefits associated with participation, increases the chance of reaching intangible project goals, and overall improves the project process which is beneficial for all stakeholders. With the outcomes of citizen participation overlapping with the social sustainability aspects, and their support in intangible project goals –the influence of private-led citizen participation on social sustainability is confirmed.

There is great responsibility assigned to the private party by being in charge of the citizen participation process. The task at hand needs to be mutually attractive for the private party and citizens. The incentive for the private party is found in an decrease in project controversy, mitigating citizen resistance, increasing chances of project successfulness and with that underlining a successful business case. In this business case the real estate needs to be the driver for the investments in citizen participation (time, money, employees), and at the same time the driver for additional short term neighbourhood investments that can support a trustful relationship.

The findings and conclusion lead to a framework shaping the citizen participation process to increase the positive outcomes and with that the possibility to reach intangible project goals and reach improved social sustainability in a neighbourhood. The recommendations are shown in the figure on the next page.

BEFORE PARTICIPATION

01 — ALIGN VALUES & PROJECT GOALS

INTERNAL PROJECT TEAM

CONVERSATIONS FOCUSSED ON
TRUST AND TRANSPARENCY.

02 — INVEST IN TEAM BUILDING

INTERNAL PROJECT TEAM

ADDITIONAL GROUP SESSIONS, FOCUS
ON SEEING THE PERSON BEHIND THE JOB TITLE.

03 — ALIGN PROJECT GOALS

INTERNAL PROJECT TEAM AND
CITIZEN INPUT (ORGANISATIONS)

CONVERSATIONS, CREATING CLARITY ABOUT
GOALS. OPTION TO INVEST IN TEAM
BUILDING AS WELL.

04 — DESIGN PARTICIPATION PROCESS

INTERNAL PROJECT TEAM
OPTION TO INCLUDED REPRESENATIVE CITIZENS

DURING PARTICIPATION

01 — CONTINUE CONVERSATION / COMMUNICATION

TOWARDS CITIZENS / NEIGHBOURHOOD

BASED ON THE PARTICIAPTON DESIGN, CONTINUE
THE COMMUNICIATION OUTWARDS. BE OPEN TO
FEEDBACK OR CHANGES.

02 — ACTIVELY WORK ON RELATIONSHIPS

INTERNAL PROJECT TEAM AND
OUTSIDE OF PROJECT TEAM

USE GROUP SESSIONS OR SPECIAL ACTIVITIES TO
WORK ON RELATIONSHIPS WHERE NEEDED.

03 — SHOW NEIGHBOURHOOD COMMITMENT

INTERNAL PROJECT TEAM

SHOW COMMITMENT THROUGH QUICK ACTION OR
INVESTMENTS IN NEIGHBOURHOOD, OR LEGALLY
COMMITTING TO A DEVELOPMENT.

AFTER PARTICIPATION

01 — CLOSE FEEDBACK LOOP

TOWARDS CITIZENS / NEIGHBOURHOOD

FINISH THE PARTICIPATION PROCESS BY SHOWING
HOW CITIZEN INPUT IS USED AND WHY.

WHY WHY ARE YOU STARTING A CITIZEN PARTICIPATION PROCESS? GOAL AND DESIRED INPUT NEED TO BE CLEAR FROM THE START.
WHEN WHEN ARE YOU INCLUDING CITIZENS DURING THE PROCESS? DEFINE ALL INPUT MOMENTS THROUGHOUT THE PROCESS, BEGINNING THROUGH END.
WHAT WHAT ARE THE TOPICS CITIZENS CAN GIVE INPUT ON? DEFINE DIFFERENT PATHS OF PARTICIPATION - E.G. PARTICIPATE FOR GREENERY, A BUILDING, OR..?
HOW HOW ARE THE PARTICIPATION ACTIVITIES SHAPED AND WHAT IS THE CITIZEN INFLUENCE? DIFFERENT ACTIVITIES AND INFLUENCE ATTRACT DIFFERENT GROUPS.
WHO WHO IS PARTICIPATING? WHAT MIX OF RESIDENTS IS REPRESENTATIVE FOR THE NEIGHBOURHOOD? FOCUS ON SMALL AND LOUD VOICES.

COMMUNICATION AND CLARITY IS KEY. A WELL-DEFINED FRAMEWORK THAT IS REPRESENTATIVE FOR THIS CONTEXT WILL ACT AS A SUPPORTIVE BASIS.

Sustainable citizen participation process recommendations (Own picture, 2022)

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GLOSSARY

Citizen participation – Bewonersparticipatie
The process of citizens being involved in construction projects. In this process the meaningful participation is important, where resident voices and other input has a real impact on a project, and is not easily put aside.

Private sector / private party – Private sector / private partij
This sector can be regarded as the market, working separately from the government. This includes developing parties (developers) and investors.

Public sector / public party – Publieke sector / publieke partij
This sector can be regarded as governmental parties, associated with the state.

Social -approach, goal, incentive, …
In this thesis, 'social' relates to element that are not covered by tangible aspects of a project or neighbourhood, but rather the intangible elements in these projects or neighbourhoods. These intangible elements follow the theory of Shirazi & Keivani (2019).

Social sustainability – Sociale duurzaamheid
'Maintaining or improving the wellbeing of people in this generation and in future generations', according to Chiu (2003). Social sustainability can be regarded as a concept based on the three pillars of tangible aspects, intangible aspects and the population profile of a neighbourhood (Shirazi & Keivani, 2019).

Third sector – Derde sector
This sector covers non-profit and non-governmental organisations, such as housing associations. Their core business is not concerned with profit. In this research, the third sector will refer to housing associations.

1. INTRODUCTION

The last decennia there have been two major shifts in urban projects and development: a shift towards privatization of the construction industry where government funding for building projects was decreased (Verheul et al., 2021), and a renewed focus on individual, human centred policies in urban projects (Barosio et al., 2016; Janssen et al., 2021). As of right now, physical interventions that drove urban developments before, are changing towards opportunities and quality of life for the residents while at the same time the private parties are in charge. Social sustainability is an often-used concept in the renewed focus on quality of life. Yet social sustainability is the least regarded aspect when approaching development from the sustainability triad of social, environmental and economic sustainability (Langergaard, 2019). Investing in social sustainability is improving the well-being of people in a current generation and in future generations (Chiu, 2003). The new focus in urban development increases attention on social sustainability. New social tools and regeneration principles are needed to support this process (Barosio et al., 2016). To actually enhance or implement social sustainability in an existing neighbourhood, there needs to be a focus on multiple aspects. This either can be done through intangible (non-physical, subjective, soft) aspects, while at the same time through tangible (physical, objective, hard) aspects (Shirazi & Keivani, 2019). Additional to these two aspects, the aspect of citizen demographic should not be forgotten, as this has great influence on the needs and desires within a neighbourhood.

There is an opportunity for private developers in the Dutch construction industry to structurally implement this renewed focus on the social aspect and fundamentally positioning the resident at the heart of the construction process. Starting in 2024, The Netherlands embraces a new Environmental and Planning Act (Omgevingswet) (Koninkrijksrelaties, 2023). With this act, citizen participation is an emphasized aspect in building processes for all project initiators, as participation becomes mandatory (Verheul et al., 2021). The impact of this new law is extensive, as the Dutch construction market is mainly privately orientated and the responsibilities for citizen participation shift to the private sector. Citizen participation could be the means for private parties to positively contribute to neighbourhoods by structurally implementing social sustainability.

Urban regeneration projects reflect both trends of privatization and renewed social focus. The need for urban regeneration was first stated in 1997, with the publishing of the Dutch governmental nota of 'Urban Renewal' (Kleinhans, 2012b). With this nota, mainly early post-war neighbourhoods with a large share of social housing were appointed to be regenerated to combat further decline. The often large share of social housing was associated with problems such as poverty concentration, crime, social or physical disorder (Musterd & Ostendorf, 2008; Teernstra & Pinkster, 2016). Up until 2015 the government directed big regeneration projects in deprived neighbourhoods through national policies. Due to welfare cuts, decentralisation and devolution, after 2015 the responsibility for regeneration shifted to the private sector and housing associations – a trend that followed the line with the privatization within the whole construction industry (Al Sader et al., 2019). Although developments slowly continued after 2015, there are still neighbourhoods in the Netherlands experiencing socio-economic challenges and tensions (Janssen et al., 2021). With the publishing of a new national program focussed on liveability and safety in neighbourhoods that urgently need this, this focus on socio-economic problems seems to be returned to the agenda (Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, 2022). In the often private-led regeneration projects that will happen within the context of this new national program, citizen participation cannot and should not be forgotten, as citizens have been forgotten or ignored in past projects (Kleinhans, 2012b; Teernstra & Pinkster, 2016).

Citizen participation can be defined as involving (future) citizens in the process of urban planning, where they are heard, their input is used, and the results are visible at the end of that process. When done correctly, citizen participation has the ability to connect citizens to a built environment development (Sovacool, 2014), while the process of participation at the same time stimulates a sense of belonging and a wish to participate and preserve the public and (semi)private spaces that are being shaped together (Nikounam Nezami & Asadpour, 2021). These possible outcomes of participation are in line with intangible aspects of the concept of social sustainability as defined by Shirazi & Keivani (2019). This connection is an incentive to research the usage of participation as a carrier to implement social sustainability in an area.

1.1 PROBLEM STATEMENT

For decades, participation practices have been discussed and promoted in literature. Despite the benefits that are explored in literature, outside of literature, participation is often seen as a part of the process that 'just needs to be done'. It has a reputation of being time consuming and not worth the investment of a private party if the exchange for their investment is unclear (Verheul et al., 2021). Possible positive or negative outcomes and the impact of a participation process are influenced by how the participation process is shaped. In this process the form of participation dictates the actual influence of citizens (Boonstra & Boelens, 2011).

With the gradual shift of regeneration responsibilities to the private sector and the currently undefined process of citizen participation, lies the risk of the new Environmental and Planning act. Currently, the private sector is not fond of citizen participation, due to its negative image and the frustration caused by the lack of process definition (Verheul et al., 2021).

The new law presses the need for early participation in a project, but states that the participation method, and in which phase exactly, is free to be defined for each project (Rijkswaterstaat, n.d.; Verheul et al., 2021). Not defining this process fosters misinterpretation and uncertainty with private parties. With this, the possibility of implementing social sustainability is lost and cannot be met during, or at the end of, the process. Alongside a defined process, the role of the stakeholders is important – the effort and motivation of involved stakeholders determines the successfulness of citizen participation (Huls, 2022). Additionally, all stakeholders should be well managed by the participation initiator throughout the project as without management of the stakeholders, a project might not reach a successful ending (Winch, 2009). This stakeholder management creates an opportunity to investigate value alignment in the process of citizen participation, safeguarding that all parties benefit, as well as striving for the best fitting method and process. Caprotti & Gong (2017) underline this, by stating the need to consider both the experience of citizens (lived experiences) and the visions of developers, (local) government, planners, corporate actors, and policy makers.

All in all, there lies a great challenge and opportunity for private parties with their newly instated responsibility to lead citizen participation processes.

With the responsibility of citizen participation shifting to the private sector under the new Environmental and Planning act, citizen participation is in danger of becoming 'just a box to tick', before being able to apply for obliged permits due to a lack of information on the participation process. With disregarding the participation process, the great potential for stimulating social sustainability is lost. This is especially a missed opportunity as there is a renewed focus on socially related goals, where a participation process can be the driver to reach these goals through social sustainability.

There is too little knowledge on how to shape successful private led citizen participation process that results in social sustainability. This lack of knowledge, the unpopular reputation of citizen participation with private parties, and the large freedom to shape the participation process under the new act are factors that contribute to an unsolid start to the new focus on participation. With an undefined how and when in the process participation needs to be implemented, different expectations and perceptions about the form and amount of participation are created, creating confusion for citizens and private parties alike (Teernstra & Pinkster, 2016).

As a result of this, the voice of citizens are overshadowed and the democratic process of building a shared environment is put at risk. When citizen participation can rise to its full potential, the results could change and stimulate social sustainability in a neighbourhood, generating a socially resilient neighbourhood or even a socially resilient city over time.

The question remains, "how?". There is insufficient knowledge on the process of private led citizen participation, and the influence the process has on social sustainability. The pressure to implement citizen participation for private parties increases, but there is no clear overview how, and to what extent, this process should be carried out to benefit all those involved. Alongside the observed shifts in the construction industry towards a social approach and to privatization, this results into tension between the need for citizen input and the refocus on the human aspect, but at the same time an environment of participation prejudice, lack of information, lack of money, resources, or suitable company goals to invest in participation within private actors (Al Sader et al., 2019; Barosio et al., 2016; Janssen et al., 2021;

1.3 READING GUIDE

Kleinhans, 2012a; Mak & Stouten, 2014; Stouten, 2011; Verheul et al., 2021).

There is an absolute need to learn from literature research and draw lessons in practice, supporting both citizens and the private sector in citizen participation and towards social sustainability in the Netherlands today. As a result from this learning curve, overarching advice on a beneficial and sustainable citizen participation process can be presented.

1.2 RESEARCH AIM AND OBJECTIVE

This research aims to find the connection between a private-led citizen participation process and social sustainability. This will be done in the context of urban regeneration in an early-post war neighbourhood with a large share of social housing. In these neighbourhoods, the implementation of the new Environmental and Planning Act 2024, the need for more social resilient and high-quality neighbourhoods (Planbureau voor de Leefomgeving, 2021), and the renewed focus to resolve societal and environmental problems, come together. This research aims to bring the need for a fundamental and inclusive citizen participation and socially sustainable neighbourhood together.

The research is intended to contribute to the private sector with an advisory framework on the private-led participation process. Additionally the aim is to continue to integrate the concepts of social sustainability and citizen participation in the literary debate and close the gap between practice and theory.

This report is divided into twelve chapters. The first chapter introduces the topic and the research gap to be researched. The second chapter gives an extensive overview of the literary background of the main concepts in the research, and defines each concept within the context of the research. This literary background is the starting point of the research, shaping the start of the empirical research and determining the outlook on the data collection. First the concept of social sustainability is explored, and after this the citizen participation process. The last part of chapter two brings all the concepts together in a conceptual framework, connecting different theories.

Chapter 3 covers the research design, going in depth about the research questions and their objectives. Subsequently, chapter 4 explains the methodology of the research. This chapter goes in depth about the methods, the data collection, the cases and ethical considerations.

Chapter 5 marks the start of the empirical research. This chapters explains the two cases and the main findings. In chapter 6, these findings are combined in a cross case analysis with literature research to answer the sub questions and the main question of this research in chapter 7. Following these answers, recommendations are given in chapter 8. The recommendations are followed by a discussion in chapter 9 on implications, validity and further research. Chapter 10 reflects on the whole research process and personal experiences. Chapter 11 and 12 contain the literary sources and appendix.

2. THEORETICAL FRAMEWORK

Before the research questions and methodology can be determined, background knowledge on the main concepts of the research is needed. The theoretical framework explores and determines definitions of the main concepts – urban regeneration, citizen participation, social sustainability, and the connection between these three.

2.1 URBAN REGENERATION

Urban regeneration has a range of definitions. From literature review it becomes clear that a regeneration process is almost fluid and directed at a multi-fold of problems – economic, physical, social, environmental. It is a process in a local setting, with the involvement of local citizens, meaning to make a lasting improvement. (Al Sader et al., 2019; Barosio et al., 2016; Kleinhans, 2012a; Roberts & Sykes, 1999; Stouten, 2011; Wang et al., 2022). Figure 01 shows the concept and definition. This is what will be meant when using the term urban regeneration in this research. What becomes clear from this definition is that the human aspect is very important in the regeneration process. The social aspect present, the focus on a local process, and the involvement of citizens, all relate to a people-centred approach.

URBAN REGENERATION IN EARLY POST-WAR NEIGHBOURHOODS

An important aspect to add is that the urban regeneration process needs to respond to new challenges that come up during the process (Stouten, 2011). This focus on a diverse set of problems has been a growing concept since the 1970s. During this time, the focus shifted from general urban expansion to urban regeneration (Mak & Stouten, 2014). During this shift, focus was directed to looking at more than physical interventions in a project.

From the 1970s onward, three trends are most important: the growing aspect of citizen participation and democracy throughout the decennia, the change in the role of the housing associations, and the privatization of the construction industry. These three pointers show the tension between the need for citizen input and the refocus on the human aspect, but at the same time an environment of participation prejudice, lack of information, lack of money, resources, or suitable company goals to invest in participation.

Kleinhans (2012a) explains that urban regeneration is often used as a policy for areas experiencing a range of problems, deterioration of housing quality, poverty, unemployment, social exclusion, segregation, and low-quality public space. Most regeneration projects used to have a strong housing policy aspect (Kleinhans, 2012a). Through these policies, the neighbourhood housing stock will change and often diversify, attracting new citizens and inevitably displacing current citizens – through demolition, new build, and renovation (Bergeijk et al., 2008). Possible benefits of housing programmes (physical) within urban regeneration projects are: improved housing/neighbourhood quality, better housing choices, more social interaction, effect on reputation, individual empowerment, incidence of several social problems (Kleinhans, 2012a). However, housing diversification does little to increase social interaction. What does increase social interaction in a neighbourhood is to closer proximity between neighbours and especially neighbours of different tenures and socioeconomic backgrounds. To boost this, a regeneration process might be focussed on social policies and strategies, rather than only physical policies (Kleinhans, 2012a).

Bergeijk et al. (2008) explain that between building the post-war neighbourhoods and the beginning of the 21st century a lot of changes happened. The original citizens of the neighbourhoods moved out when new, more modern, neighbourhoods were built, and they could afford this move. In the houses they left behind, less privileged households moved in – often non-western immigrants and households
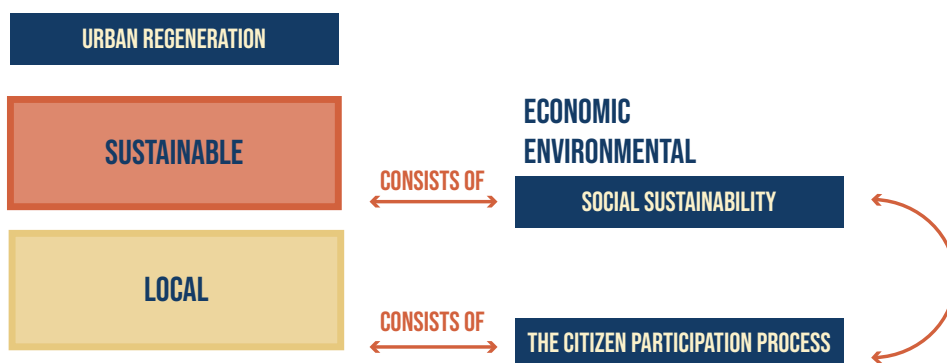
Figure 01 The urban regeneration process elements based on Al Sader et al. (2019), Barosio et al. (2016), Kleinhans (2012a), Roberts & Sykes (1999), Stouten (2011), Wang et al. (2022) (Own Figure, 2023)

starting on the housing market. This was possible, as the housing was (and is) affordable, and often large shares of the housing stock are considered social housing. Besides this development, the households often became smaller, and elderly people stayed. These trends transformed the formerly homogeneous neighbourhoods to a mix of cultures and ages. This high heterogeneity causes clashes and struggles between the different groups, as often an understanding about habits and preferences lacks. Together with the (still attractive) but unkept greenery this constituted to feelings of unsafety and nuisance. It should be mentioned that although there are often many (social) problems, a lot of citizens are still very content in their neighbourhood and their homes.

To this day, some of these neighbourhoods targeted by the policies are still seen as areas in need of improvement, as the focus of the housing policies was mainly on the quality of areas (physical, environmental) and not on improving the quality of life of human beings. There have been two national regeneration policies in the Netherlands, both focussed on early post-war neighbourhoods – as a result of the multifold of problems in those areas at that time. Both the 1994 Big Cities Policy, and the 1997 Early Postwar Neighbourhood Regerenation Policy were focussed on physical changes to attract different citizens (Kleinhans, 2012a). More recently, a policy to regenerate 40 of the 'worst' neighbourhoods in the Netherlands was instated, again focused on physical interventions to change these neighbourhoods. This policy received negative response for this focus and its lack of social aims (Kleinhans, 2012a).

Until recently, all government support for regeneration projects in deprived areas has been cut. In the regeneration of early post-war neighbourhoods' sustainable development is important, with a focus on liveability, facilities, housing, wellbeing, and socioeconomic mobility of citizens. This development is the process to a sustainable neighbourhood, where social sustainability is an integral part of (Bergeijk et al., 2008). This focus seems to be present in a new governmental national program: Neighbourhood Liveability and Safety (Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, 2022). This program funds interventions in a series of neighbourhoods in the Netherlands to fundamentally improve these neighbourhoods physically as well as socially.

Even though the problems present in deprived neighbourhoods are multifaceted, and all need attention, it should not be forgotten that the resident are the centre of attention. This is in line with the need of the regeneration neighbourhood. Through the regeneration, the physical aspects will be taken care of, however, a focus on the intangible, social aspects fitting with the population profile of a neighbourhood, will instate a whole different range of challenges. As a neighbourhood that is eligible for regeneration has a heterogeneous mix of citizens regarding age, background, socioeconomic status and family composition, (Bergeijk et al., 2008) true representation is important in the early post-war neighbourhood.

STAKEHOLDERS IN THE URBAN REGENERATION PROCESS OF AN EARLY POST-WAR NEIGHBOURHOOD

The construction industry has to identify stakeholders across political, social, cultural and economic areas (Moodley et al., 2008). Stakeholders are those who experience a direct benefit or loss from a project (Winch, 2009). These definitions create a broad range for possible parties to be involved in a project.

Following the diagram of Pestoff (1992), (Figure 02) the construction market can be divided into four sectors: state (respectively public sector), market (respectively private sector), community, and the third sector (non-profit, e.g. housing associations).

Traditionally public authorities are the main actors in a regeneration project, as the projects often originate from government policies and interventions (Mak & Stouten, 2014). However, over the past decennia due
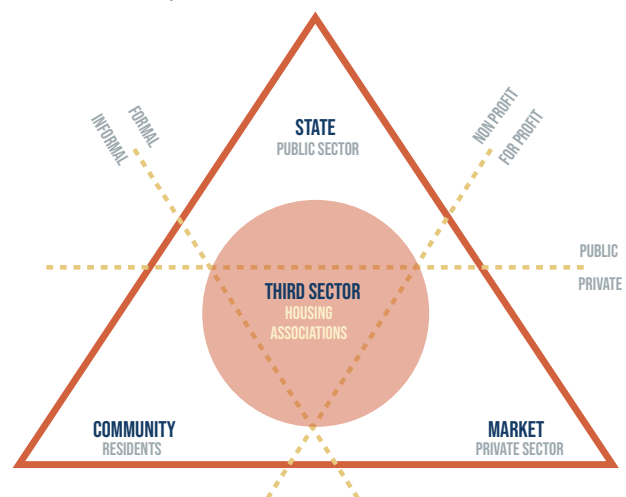

Figure 02. Market sectors by Pestoff (1992)

to the privatization of the market, there has been an increase on public-private partnerships (Barosio et al., 2016). Nowadays, regeneration projects are often carried out by the private sector, but are however still heavily influenced by government policies (Mak & Stouten, 2014). Governmental policies for urban regenerations might include the goals to fight social polarisation, reinvigorate economies on a local scale, improve the position of the city in global urban markets (Barosio et al., 2016), but also building a stronger housing market position of those areas, providing housing career opportunities for citizens, de-concentration of high shares of deprived citizens, improve liveability, social cohesion, reputation and safety (Kleinhans, 2012b). The government does not only have policies in place, but are at the same time responsible for the public space and some social facilities, such as community centres, libraries and educational facilities (Bergeijk et al., 2008).

This dynamic between public and private sector immediately determines two of the main stakeholders in the regeneration process. Additional to these two, the third sector is very present in early post-war neighbourhood developments, in line with the amount of social housing in early post-war neighbourhoods. Starting with the third sector, Bergeijk et al. (2008) argue that the majority of the housing stock in early post-war neighbourhoods is in their possession. Alongside their primary aim, providing social housing, due to the privatisation of the market they must focus on social aims and building non-social housing as well. These latter objectives connect them to the market sector, as the financial means to realise these aims originate from private parties. The third sector is inherently connected to the government as well, as they share responsibility and overlapping policies objectives. In the process of regeneration and citizen participation they are both responsible for the process and outcomes and must work together to achieve this.

Completing the market sectors of Pestoff (1992), the community cannot be missing from this analyses. Especially when the focus of regeneration projects is on the human aspect, the community plays an important part. Their input is crucial in determining the goals of the project and their early involvement will mitigate the risk of not fundamentally including their opinions in the project (Verheul et al., 2021).

The management of these relationships between the community, public, private and third sector is an important foundation for achieving sustainable goals in a regeneration projects (Hörisch et al., 2014). Problems in these relationships can originate from a multitude of causes. Some are external, e.g., longevity of a project, changing economy, changing market, organisational changes, change in political climate. Some problems are internal to the organisation, e.g., organisational, capacity related, or financial (Bergeijk et al., 2008).

The power dynamics between the community, public, private, and third sector will differ depending on each project – although the private party will always be the initiator of the participation process in this research, other actor roles will contribute to a change in power dynamics, and a feeling of entitlement to having their objectives and values met. What should not be forgotten here, is that the human aspect is still central, despite the changing importance of stakeholders. This means that the values and objectives of the citizens should always be a central focus point in the process of regeneration and citizen participation.

CONCLUSION

The regeneration process can be described as fluid process, directed in a sustainable manner at a multitude of problems – economical, physical, social, environmental – , and it is a local process, influenced by citizens to make a lasting improvement.

Urban regeneration is a policy that is often used to combat a range of (social) problems. In The Netherlands, these problems are still present in early post-war neighbourhoods. Different policies have been in place to decrease existing problems; however, some problems are still in place in these areas, making these neighbourhoods in need of sustainable development. In this sustainable development, social sustainability is an essential part, putting the citizens at the centre of attention in regeneration projects.

The citizens are however not the only stakeholder, as the public, private and third sector are also all present in these developments. Regeneration policies are often determined by the government, public party, and nowadays carried out by private parties. The third party, the housing associations often hold a large share of the housing stock in early post-war neighbourhood, making this sector inherently linked

to the process. Differences in dynamic and power will occur throughout projects, however, citizens should always be central in the development.

This central focus of citizens can be implement through a citizen participation process. Section 2.2 will go in-depth about this process.

Citizen participation, resident participation, an inclusive process, citizen engagement – these are all terms to describe broadly the same concept. Oxford Dictionary (2022B) describes participation as 'to take part in or become involved in an activity'. In this research, participation is used to describe the process of citizens being involved in construction projects: citizen participation.

Literature agrees on many benefits associated with citizen participation, while at the same time outside of literature participation is often perceived as an undesired part of the process. Figure 03 shows an overview of both the positive associations as well as the negatives of participation.

Disregarding citizen participation as something unimportant carries multiple risks: neglecting the voice of citizens, undermining potential social sustainability, the alignment and acquirement of values, and the additional success of a building project (Boonstra & Boelens, 2011; Cernea, 1993; Sovacool, 2014).

CITIZEN PARTICIPATION

STIMULATES OR IMPROVES:

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

CITIZEN PARTICIPATION

NEGATIVES:

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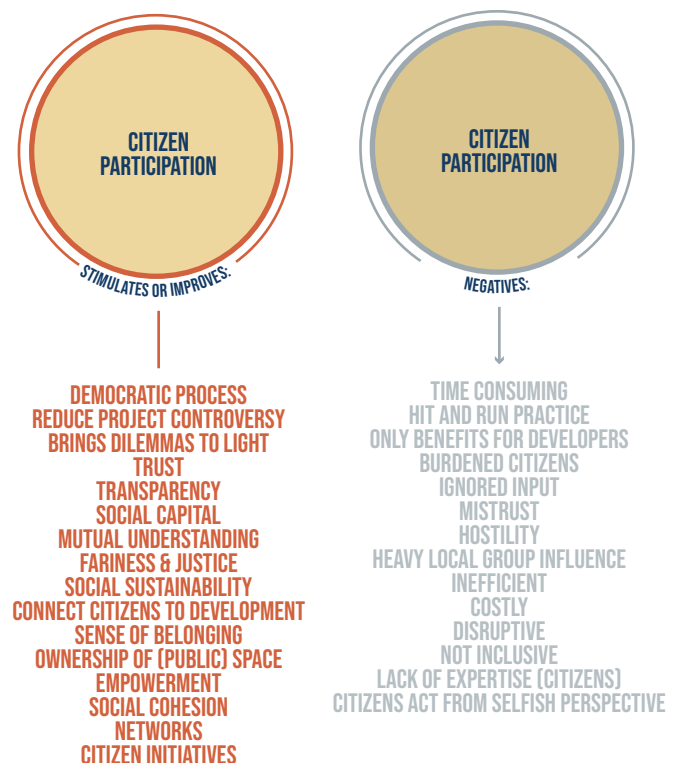CITIZENS ACT FROM SELFISH PERSPECTIVE

Figure 03. Participation positives and negatives summed up in one figure - based on Arnstein (1969), Boonstra & Boelens (2011), Callahan (2007), Cernea (1993), Ianniello et al. (2019), Jensen (2011), Nikounam Nezami & Asadpour (2021), Nuttall et al. (2019), Sovacool (2014). (Own figure, 2023).

The process of citizen participation knows several important elements that can be analysed. The introduction of this thesis touched upon the importance of the process and its relationship to the possible outcomes and risks of a project. Huls (2022) identifies five different elements that influence the process and the outcome. Consecutively, these elements are: 01 the initiators of the process, 02 the participatory activities used during the process, 03 the level of actual participation in these activities, 04 the plans made for participation and the corresponding goals that are set for the process, and lastly, 05 the ways in which citizens are included and invited to participate.

Following these five elements, the following sections go in-depth for each different element.

INITIATORS OF THE CITIZEN PARTICIPATION PROCESS

Most often, the public or private party is the initiator of the participation process (Callahan, 2007). There are different incentives to initiate a participation process. When regarding the private-led process, the municipality is mainly relieved of an intensive process and the corresponding troubles and financial implications and can stir through the private party at a more democratic society. The private party has more diverse incentives, covered under Participation plan and corresponding goals.

After this first initiation, the private party stays in charge of the preparation and execution of the process – these actions can be in collaboration with other actors in the project. The power lies with the initiator (Callahan, 2007).

The private initiator needs to manage, align, and satisfy the different stakeholders concerned with the citizen participation process. To be able to do so, it is important to identify all stakeholders present in the project, and their role in the process. Verheul et al. (2021) stress the need to conduct an actor analysis for each project, taking several factors into account, such as power relations, reputation, points of view, interests and values. Knowing these factors helps put the input of every stakeholder into perspective.

Stakeholders have different relationships during a project, and the management of these relationships is an important foundation for achieving sustainable goals in a regeneration projects (Hörisch et al., 2014).

Even though the initiator might not have the task of the whole project management, without management of the stakeholders and their objectives, a project might not reach a successful ending (Winch, 2009). Lindahl & Ryd (2007) stress the importance to focus on the process of the project, instead of only the goals that have been set beforehand. This means that the development and changing in stakeholders is one of the factors to consider and take care for. They add to this that the stakeholder demands should be captured in the briefing process and kept up to date throughout the process as stakeholders and demands change.

PARTICIPATION ACTIVITIES USED IN THE PROCESS

In the citizen participation process, different activities can be regarded as participation. The process design of these activities is critical for the success of the participation (Yang & Pandey, 2011). This is related to the choice and implementation of participation activities, and the dynamics of the actual involvement – the outcome of the participation process is in jeopardy when definitions are confused and if there is little understanding of the chosen method (Yang & Pandey, 2011).

The attractiveness and progress in participation process is heavily dependent on the participation form. Useful participation forms seem to be the ones that allow citizens to think, dream and build together with the professionals, instead of only commenting or judging a design or policy. Verheul et al. (2021) state that the well-known and classic participation walk-in evening sessions have lost their appeal and effectiveness.

Ianniello et al. (2019) state that a range of participation techniques supports the outcomes and prevents bias of only one selected technique. An example of this is the approach of the municipality of Groningen. The municipality of Groningen distinguishes a whole range of participation methods, sorted by level of interaction between the participant and the process initiator (Gemeente Groningen, 2019). The municipality uses different distinguishers: level of difficulty to organise, level of interaction, moment of participation in the process, the scale (street to region), necessary information.

LEVEL OF ACTUAL PARTICIPATION

The level of citizen participation is often described in literature by ladders displaying the amount of citizen involvement (Arnstein, 1969; D. J. Edelenbos, 2001; Jones, 2003; Pretty & Pimbert, 1995).

Starting with one of the most influential literature on participation, Arnstein (1969) defines participation as a term for citizen power: the redistribution of power in the process enables non-experts to be a part of the future. Arnstein's (1969), Edelenbos' (2001) and Pretty & Pimbert's (1994) use a ladder typology to categorize different uses of citizen participation. The ladders all range from non-participation (bottom rungs) to meaningful participation (top rungs). With the increasing involvement of citizens in participation, the approach changes from purely top-down towards a more bottom-up approach.

The rungs of the ladders overlap on some points and complement each other with additional rungs on others, creating a twelve-rung ladder in this analysis. Figure 04 shows the ladders in regard to each other. Verheul et al. (2021) state the need for increasing the degree of participation, breaking through the current 'laissez-faire – participation' (tokenism), which is too simple and is often only done because 'it is needed' and not because actors want to invest in citizen participation. This way of participation can never lead to satisfied actors or a sustainable result (Ianniello et al., 2019; Verheul et al., 2021).

Callahan (2007) determines roles for citizens and professional parties within the citizen participation process. Her model is based on the public sector and their initiative in the process, but roles are interchangeable between public and private project initiators. This power dynamic shows that the power lies with the initiator, as explained earlier.

In this research, activities are regarded as citizen participation when they are considered meaningful. This means that for participation to count, citizen voices and their input has been integrated in the project.

Outcomes and the impact of a participation process relate to how the participation is shaped, the form of participation dictates the actual influence of citizens (Boonstra & Boelens, 2011; Ianniello et al., 2019).

ARNSTEIN (1969)

MEANINGFUL PARTICIPATION

CITIZEN CONTROL
citizens demand full control on matters they can take care of

DELEGATED POWER
citizens have dominant decision making authority over a project

PARTNERSHIP
power is redistributed between citizens and power holders, share in decisionmaking

HIGHER LEVEL TOKENISM

PLACATION
citizens are part of boards and are heard. No guarantee that input is used

TOKENISM

CONSULTATION
two way information stream, input is not necessarily used.

INFORMING
one way information stream - no room voor input

NON PARTICIPATION

THERAPY
citizen ideas are twisted into powerholder ideas. Real problems are pushed aside

MANIPULATION
citizens are put in 'important' positions, only for their signature

EDELENBOS (2001)

DECISION MAKING
citizens can make decisions, and powerholder fall into an advising role

CO-PRODUCTION
shared agenda and goal between citizens and powerholders. Powerholders are bound by agreement

ADVISING
citizen input is on the agenda an considered. Powerholders are bound by input, but can change it.

CONSULTING
citzens are a conversation partner but powerholders are not bound by citizen input

PRETTY & PIMBERT (1994)

SELF-MOBILIZATION
citizens take initiave independent of powerholders to change the system

INTERACTIVE
participation in joint collaboration, taking citizen input seriously

FUNCTIONAL
citizens participate to meet predetermined objectives and promote these

MATERIAL INCENTIVES
citizens participate in return for material incentives. citizens have no real influence

CONSULTATION
citizens are heard, but their input is not guaranteed to be taken into account

INFORMATION GIVING
citizens are asked for their views, but there is no real input or feedback

PASSIVE
citizens are told what is going to happen. No input

CALLAHAN (2007)

ROLES OF CITIZENS | **ROLES OF ADMINISTRATORS**

OWNER — EMPLOYEE

INVESTOR — BROKER

CO-PRODUCER — CO-PRODUCER

PUBLIC SERVANT — CITIZEN

PUBLIC SERVANT — CITIZEN

PROFESSIONAL — CUSTOMER

CLIENT — EXPERT
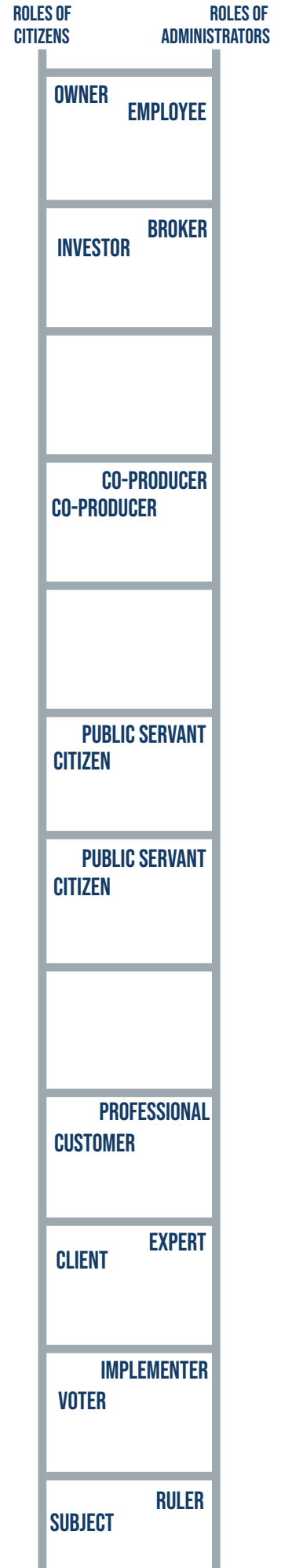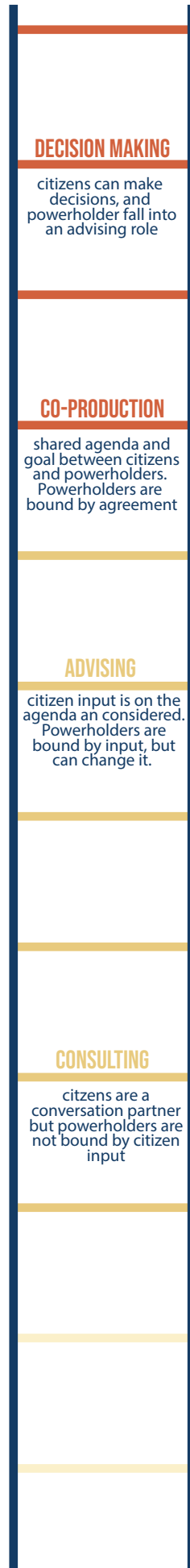
IMPLEMENTER — VOTER

SUBJECT — RULER

Figure 04. Ladders of citizen participation typologies based on the works of Arnstein (1969), Callahan (2007), Edelenbos (2001), Pretty & Pimbert (1995). (Own Figure, 2023)

PARTICIPATION PLAN AND CORRESPONDING GOALS

Different drivers and barriers can be found in the process to determine the progress of the participation process. The citizen participation process is preferably implemented at the start of a construction project, when there is still room to implement the objectives of the citizens. This leaves more flexibility and motivation to listen to participants and shape the project together, which works better than having to alter an already complete project at the very end (Verheul et al., 2021). Additionally, communication is preferably done in a face-to-face, open and direct manner – by well trained professionals within the organisation involved (Callahan, 2007).

Verheul et al. (2021) continue with describing that construction projects are often rigidly planned, leaving little room for participation to alter the course or design of a project. What makes this planning difficult is that citizens can be unpredictable – in early project stages there might not be a lot of interest to participate, but when the project is near finished and citizens react to renders, there might be no more room in the project planning to alter the project. Forming the project planning to have more flexibility helps in this instance. Combining a flexible planning with intensive design participation in early stages, and designing a project based on public values will mitigate the risk of having to redesign a whole project. These techniques are important, however at the same time this importance and the combination of resources needed to organise the techniques, could just as well be a process barrier (Callahan, 2007).

Associated with the participation plan are the goals of the process. These goals are different for each stakeholder involved. Therefore, in the following section, the objectives and values of the private sector will be discussed, alongside those of the public sector, the community (citizens), and the third sector.

Different stakeholders have different (project) values. These values are the basis from which parties behave and base choices on (Moodley et al., 2008), whether this is conscious or unconscious. During a process, these values need to be aligned and managed, and even additional values might be created. In this research, value relates to 'values as worth' – a quality with worth that is / could be created through a project. This kind of value has four underlying principles: economic value, use value, social value, and environmental value. These principles and values are important at the same time, but they need to be aligned and managed. The values regarded in this research are of general level for different actors, but also specified to be specific for the citizen participation process.

Acknowledging values of different actors will create a basis of trust between the actors involved in the participation process (Verheul et al., 2021). These values need to be aligned and discussed before starting the process – or else it can lead to disappointment and frustration as the objectives are often contradicting. Figure 05 shows an overview of the general values of the stakeholders in the process, alongside more specific values.

When looking from the perspective of the private party, the incentive to realize profits while at the same time act from the company values is dominant. Especially the profit aim might be conflicting when other (public or personal) values are present within the citizen participation process. Bergeijk et al. (2008) stress the importance to be aware of possible distrust between parties and their opposing values – this is mainly noticeable in the relationship between the community and public or private parties. This distrust originates from the question whether professional parties truly have the best for the community in mind. Distrust can undermine the whole process and outcomes of citizen participation (Ianniello et al., 2019). However, to gain and keep trust and involvement in the process, participation should be included from the start and values need to be managed throughout the process (J. Edelenbos, 1999). It should be noted that citizens have often little understanding of goals and constraints of other stakeholders, resulting in information deficits and asymmetry in knowledge. This can manifest itself in poor focus, unrealistic expectations of the involvement, and limits the goals of the process to those of the initiator. This excludes the interests and ideas of citizens and therefore instating more distrust (Ianniello et al., 2019).

Before it is possible to manage values, one must align expectations and project definition (Abma, 2000; based on Guba & Lincoln, 1989). Without an overarching project definition in an ambiguous project, actors are confused, and discussions needlessly arise. The project definition is different for every actor and is driven by feelings, hopes, sentiments, desires, and thoughts (say, values). A common goal, the expectations, the desired input and different roles in the process need to be defined

(Gemeente Groningen, 2019), with active involvement of representation of all actors (Abma, 2000).

When citizens cannot be part of this alignment in the early stages, to keep their trust it is important to be transparent and keep the community up to date about advancement statuses and results (J. Edelenbos, 1999). To be able to successfully advance in this approach, professional parties on their part must let go of their distrust in community knowledge, intelligence and experience (Ianniello et al., 2019) – showcasing that lack of trust can also originate from professional parties.

PRIVATE PARTY	PUBLIC PARTY	COMMUNITY	THIRD SECTOR (HOUSING ASSOCIATION)
GENERAL VALUES			
FEASIBLE BUSINESS CASE AND COMPANY VALUES	REALIZE PUBLIC VALUES	POWER, ACHIEVEMENT, HEDONISM STIMULATION, SELF-DIRECTION, UNIVERSALISM, BENEVOLENCE, TRADITION, CONFORMITY, SECURITY	REALIZE AFFORDABLE HOUSING FOR LOW-INCOME HOUSEHOLDS
CITIZEN PARTICIPATION PROCESS SPECIFIC VALUES			
REALIZE PROFITS AND SAFEGUARD THE CONTINUITY OF FINANCIAL CONDITIONS	ENLARGE DEMOCRATIC QUALITY AND CITIZEN INFLUENCE	POWER AND EMPOWERMENT	REALIZE LOW INCOME HOUSING OR
VALUES ASSOCIATED IN THE CITIZEN PARTICIPATION PROCESS	STIMULATE CITIZENSHIP AND PERSONAL DEVELOPMENT OF CITIZENS	SOCIAL COHESION AND INCLUSION	RETURN ON INVESTMENT AND INVEST IN SOCIETAL VALUES OR
REALIZE BETTER PLANS AND PROJECTS	REDUCED COSTS FOR PARTICIPATION PROCESS, WITH ORGANISATION TRANSERFERRING TO PRIVATE PARTY	SOCIAL JUSTICE	SOCIAL RETURN ON INVESTMENT AND INVEST IN SOCIETAL VALUES OR
OBTAIN LOCAL KNOWLEDGE AND MARKET INFORMATION	SOCIAL IMPROVEMENTS	DEMOCRATIC CITIZENSHIP AND SKILLS	RESTURN ON INVESTMENT AND EXPAND PORTFOLIO
REDUCTION OF COSTS	SPATIAL IMPROVEMENTS		
DIMINISHING OPPOSITION	ECONOMIC IMPROVEMENTS		
IMAGE IMPROVEMENT MAIN STAKEHOLDERS	POLITICAL IMPROVEMENT		
CREATE AMBASSADORS OF THE PROJECT	INCREASE IN: EQUITY, FAIRNESS, PARTICIPATION, RESPONSIVENESS AND EFFICIENCY		

Figure 05. An overview of stakeholder values, based on Boonstra & Boelens (2011), Callahan (2007), Huls (2022), Klein & Teisman (2003), Nieboer & Gruis (2016), Van der Zwaard & Specht (2013). (Own Figure, 2023)

WAYS IN WHICH CITIZENS ARE INCLUDED AND INVITED

As Ianniello et al. (2019) states, each attempt at participation starts with a participant selection. The question is, how to select the appropriate participants? Inviting everybody to participate to ensure the legitimacy of participation is not necessarily the best approach claim Ianniello et al. (2019). This approach might seem most democratic but it is prone to triggering negative implications: participation of 'the usual suspects', hidden agendas, limited representativeness and low motivation in participations. Using selection-criteria rules out self-selection bias and motivates successful dialogue.

Tatenhove et al. (2010) highlight that different participation goals ask for a different participant group, stressing the need to predetermine the goal of the project before starting the participation process. This aligns with having clear, face-to-face and effective communication throughout the whole process, setting clear rules to ensure fairness and boundaries of involvement within the process (Rekenkamer Utrecht, 2022; Tatenhove et al., 2010).

Group dynamics need to be considered within the participation process and its activities. The process and dialogue might be influenced by vocal (small) organised groups or individuals with extreme views (Ianniello et al., 2019). There needs to be attention to who in the participation process is advantaged and who is, therefore, potentially disadvantaged. This is prevented by predetermining the group of participants – the initiator has to predefine the preference in diversity, so this can be incorporated into the final participation process design, ensuring representativeness of the community concerning age, socio-economic status, household composition, cultural background. And with that, different values and preferences (Huls, 2022). A diverse set of participants is likely to stay involved if they are in a supportive environment that allows them to influence the process from the beginning, by contributing to setting goals and agendas. Additionally, the use of multiple participation activities combats an unequal distribution of participants, and their potential power and influence on the process (Ianniello et al., 2019).

Snel et al. (2018) have determined that neighbourhood population characteristics determine the level of representativeness in the participation process. Both deprivation in a neighbourhood and ethnic diversity can sometimes stimulate participation, which is contrary to general belief. However, still participants are dominantly white, highly educated, male, middle aged, have a part time job or no job, are home-owners and often feel deeply connected to the neighbourhood. Home-owners specifically have interest in participation activities, as a new construction project might influence the value of their home. This dominance of one group shows the importance of actively acquiring a true representative group of participants in a participation process.

CONCLUSION

After analysing different aspects of the citizen participation process, it is possible to determine the drivers in a private-led citizen participation process. During a project, the emphasis lies on the early start of citizen participation. The initiator of the citizen participation has the power and responsibility to organise and bring different parties together (Callahan, 2007). In this early project phase, different stakeholders need to come together, and align their views on the project, expectations, values, and project definition (Abma, 2000; Lindahl & Ryd, 2007; Verheul et al., 2021). This stakeholder alignment involves the direct stakeholders, but not yet the community. It is of importance to present a clear and uniform organisation before including citizens (Gemeente Groningen, 2019), additionally this will grant the professional parties the chance to define the project definition and goals, investing in a strong project base.

Afterwards, the participation process can be designed. A common goal, the expectations, the desired input and different roles in the process need to be defined (Gemeente Groningen, 2019). To shape this participatory process, the initiator needs to know the community and their importance. Based on this, these actors can be given a place throughout the process (Verheul et al., 2021), and a true representative view can be ensured (Ianniello et al., 2019)Outcomes and the impact of a participation process relate to how the participation is shaped, the form of participation dictates the actual influence of citizens (Boonstra & Boelens, 2011; Ianniello et al., 2019).

To account for project changes as a result of the participation process more flexibility in the planning, and correct expectations between stakeholders need to be implemented. This flexibility creates space for motivation to be high to listen to participants and try

to shape the project together (Verheul et al., 2021)..

The whole process can be categorized using Huls'(2022) distinction of the five aspects used in this chapter. See Figure 06 as well.

The next section will explore the concept of social sustainability. As Pretty & Pimbert (1994) state, interactive participation has the power to form new citizen groups or strengthen already existing citizen groups. This connects to other research outcomes that show social sustainability as a by-product of citizen participation, as aspects of social sustainability connect to some of the citizen participation associated benefits.

PARTICIPATION PLANS AND GOALS

LEVEL OF PARTICIPATION

THE CITIZEN PARTICIPATION PROCESS → POSSIBLE BENEFITS

INITIATORS OF THE PROCESS

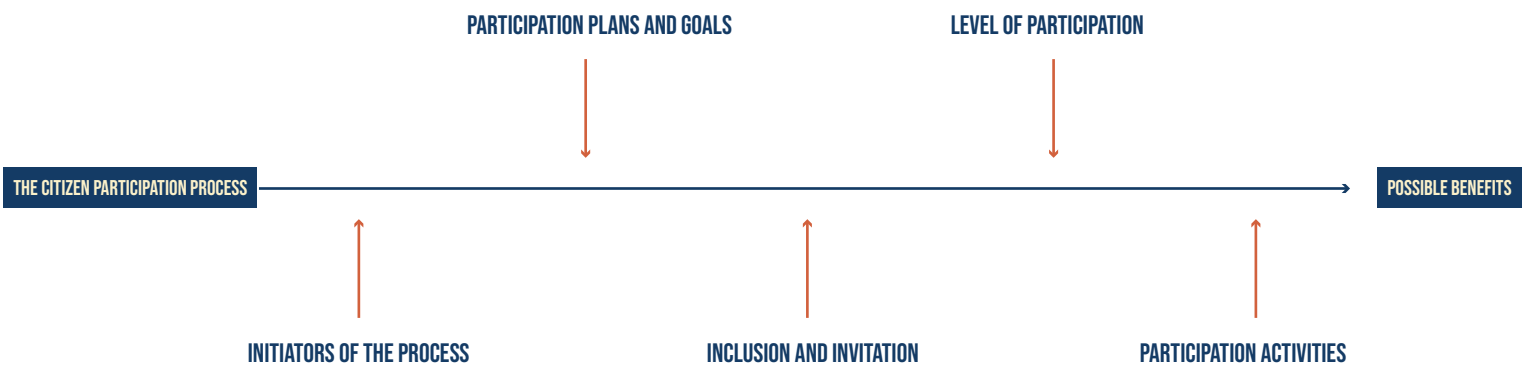INCLUSION AND INVITATION

PARTICIPATION ACTIVITIES

Figure 06. The participation process and its influences as defined by Huls (2022).

2.3 SOCIAL SUSTAINABILITY

Social sustainability is one of the three dimensions of sustainability. Sustainability can be economic, environmental, and social (Langergaard, 2019). During a construction project, and in general, all three dimensions should be equally considered, despite their sometimes contradictory natures (Janssen et al., 2021). Out of these three aspects, the social dimension is often the least tended to (Langergaard, 2019), while social sustainability comes with a range of benefits discussed in associated literature. When present in a community or neighbourhood, social sustainability can stimulate a range of experiences, see Figure 07. With this long list of positive aspects, it is an important concept to integrate or stimulate in the built environment, if not already present.

TekstvakMost literature regarding social sustainability uses different aspects to define the concept. These aspects are used to try and define social sustainability, while at the same time these aspects seem to contribute to the presence or absence of social sustainability in a certain environment (Chiu, 2004). This large range of aspects can be divided into tangible and intangible (Janssen et al., 2021; Langergaard, 2019). The abundance of aspects make social sustainability as a concept ambiguous and even slippery to work with. As Larimian & Sadeghi (2021) conclude, there is no definitive agreement on what combination of criteria definitively make up social sustainability.

This is why the definition of Chiu (2003) provides a supportive definition for the concept, and the associated aspects are researched, defined and then used as an indicator of social sustainability. Chiu (2003) defines social sustainability as 'maintaining or improving the wellbeing of people in this generation and in future generations'. Creating an overview of the broad scope of aspects associated with social sustainability helps frame and define the concept for this research.

Dutch urban policy previously mainly focused on the tangible aspects of urban development by implementing physical interventions, missing out on the crucial importance of the intangible aspects of social sustainability (Janssen et al., 2021). To shape a coherent image, Janssen et al., (2021) describes several tangible aspects: decent housing, transport, daily facilities, recreation, jobs, schools, public spaces, healthcare, urban design. Chiu (2003) mentions the aspects of decent housing, and resources in the neighbourhood (e.g. transport, school, etc). Shirazi & Keivani (2019) identify the following aspects: density, mixed-use, urban patterns and connectivity, building typology, quality of centre, access to facilities.

The intangible aspects play the central role in this research, to be able to fill in the parts that have been missing in urban development. After intensive literature review, the Figure 08 shows the most frequently named aspects with regard to social sustainability. The bigger circles reflect aspects that are mentioned most often, smaller circles reflect seemingly less connected aspects. A full overview of

SOCIAL SUSTAINABILITY

STIMULATES OR IMPROVES:

NEIGHBOURHOOD PARTICIPATION
FEELING OF SAFETY & SECURITY
MENTAL HEALTH
WELLBEING
NEIGHBOURHOOD SATISFACTION
COMMUNITY IDENTITY
INTERACTIONS
SOCIAL ACTION
CITIZEN EMPOWERMENT

Figure 07. Outcomes of social sustainability, based on Mahmoudi Farahani (2016) and Cernea (1993). (Own Figure, 2023)

the number of times an aspect is mentioned can be found in Appendix A.

This plurality of aspects related to people's wellbeing and quality of life all say something about the social sustainability in an area (Janssen et al., 2021) and its fluidity. Social sustainability shows itself mainly in the perception and outlook of citizens on their neighbourhood, neighbours, and personal state of being – combining the tangible and intangible aspects. Dempsey et al. (2011) state that social sustainability cannot be seen as an absolute nor as a constant – it is dynamic and ever changing over time, whether long term or short term.

Shirazi & Keivani (2019) focus more on the long-term, as they state that a socially sustainable neighbourhood is a place where perceived and conceived qualities are highly valued and practiced over a considerable period of time. Shirazi & Keivani (2019) add to this that social sustainability is both subjective and objective, stemming from the influence of intangible aspects that one experiences, and the interconnection that

intangible and tangible aspects have on each other. They continue that the tangible and intangible are related and cannot be seen without the context of the population profile of a neighbourhood. These three elements make up the 'triad' of social sustainability, as shown in Figure 09.

To be able to define social sustainability and the associated aspects, focus needs to be applied. With a large range of aspects the operationalisation of social sustainability is difficult (Shirazi & Keivani, 2019). In addition, the specificities and scale of a given context need to be considered. To create a researchable scope, the theory of Shirazi & Keivani (2019) of the triad of social sustainability is used, with the added aspect of social equity. This last concept is added, as this is often mentioned in relation to social sustainability, and relates to the equal opportunities, rather than access to facilities. Figure 09 shows the aspects that are used in this research to indicate social sustainability.
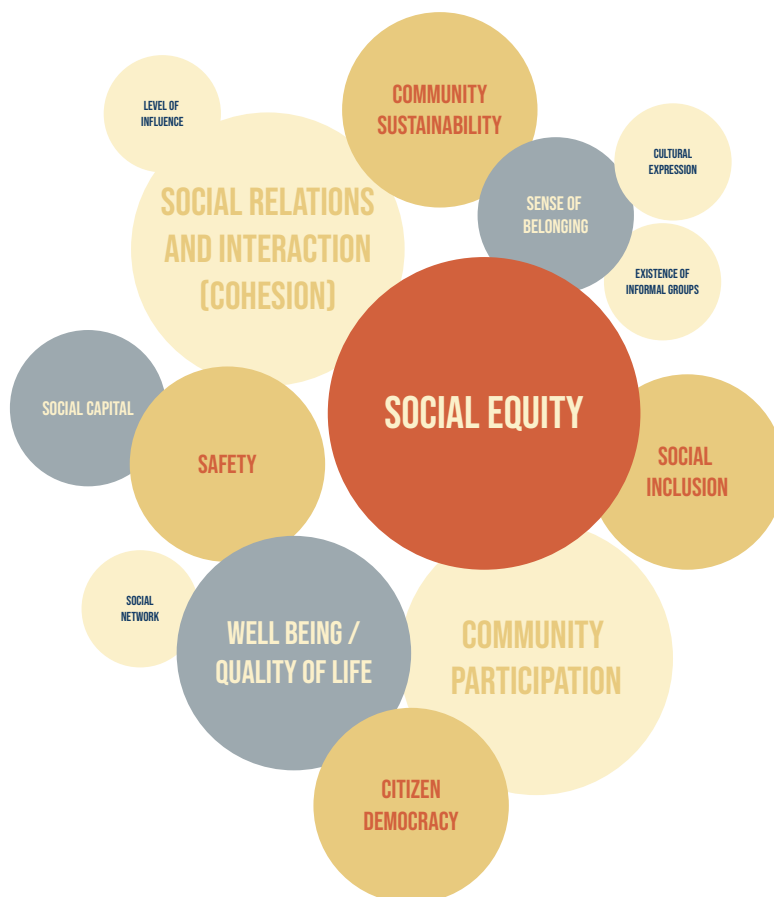

Figure 08. Wordweb of social sustainability aspects, as determined by Bramley et al. (2006), Cernea (1993), Chiu (2003, 2004), Dempsey et al. (2012), Hemani et al. (2017), Janssen et al. (2021), Langergaard (2019), Larimian & Sadeghi (2021), Rashidfarokhi et al. (2018), Shirazi & Keivani (2019), Weingaertner & Moberg (2014). (Own Figure, 2023).

VISIBILITY AND EXPERIENCE OF SOCIAL SUSTAINABILITY

The question remains how social sustainability shows itself relating to these aspects. The aspects that are associated with the triad of social sustainability (Shirazi & Keivani, 2019) are divided in three pillars as discussed above. Based on the literature of Dempsey et al. (2012), Larimian & Sadeghi (2021) and Shirazi & Keivani, 2019, different connections can be made between different aspects, embedding the theory of Shirazi & Keivani (2019) in the academic debate. Additionally, most aspects of the triad relate back to resident wellbeing, which is line with the definition of Chiu (2003). Besides linking back to wellbeing, the aspects are interconnected and influence one another. To be able to understand how this shows in a neighbourhood, the aspects need to be operationalized.

This operationalization, based on the literature of Chiu (2004), Dempsey et al. (2012), Janssen et al. (2021), Larimian & Sadeghi (2021), and Shirazi & Keivani (2019), ensures that in this research, the concepts are defined and analysed equally, and that research participants are able to equally understand the concepts. Therefore, each concept has their associated variables, and these variables have been assigned with indicators of these variables. This makes it possible to speak in easy-to-understand terms, about experiences that all participants recognize and understand. This process also ensures that the data is usable for analyses, as there will be no confusion about definition alignment. The full operationalization for social sustainability is shown in Figure 10. The Figure is read from left to right. For example: the

aspect is intangible, the associated variable is social networking and interaction, and the associated indicator is number of neighbourly interactions.

CONCLUSION

Social sustainability is in this research defined as by Chiu (2003): 'maintaining or improving the wellbeing of people in this generation and in future generations'. It is perceived as based on three pillars - tangible aspects, intangible aspects, population profile - which have corresponding aspects (Shirazi & Keivani, 2019).

Figure 09 shows an overview of this triad social sustainability, and the associated aspects of all pillars. Even though the abundance of aspects and indicators could contribute to a fuzzy definition, everything connects back to citizen wellbeing and helps frame the concept of social sustainability.

All aspects interrelate and are influenced by others. The aspects will show differently in each neighbourhood, and therefore in each case in this research. The risk of misinterpretation is mitigated by the operationalization of the aspects, which will be covered in the methods section.
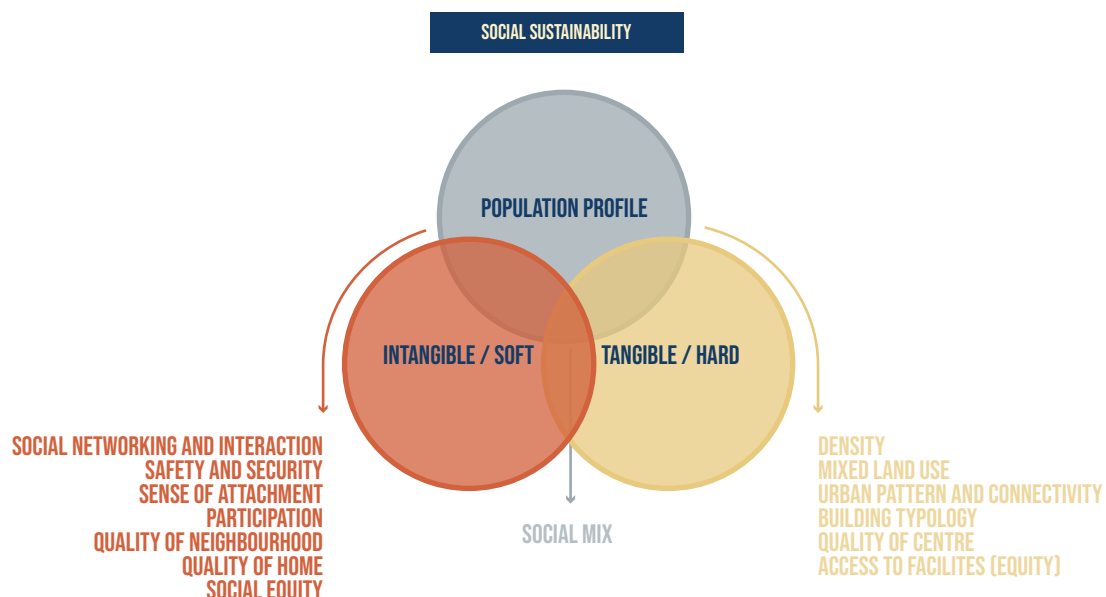

Figure 09. Triad of Social Sustainability by Shirazi & Keivani (2019), with additions from theoretical framework (Own Figure, 2023).

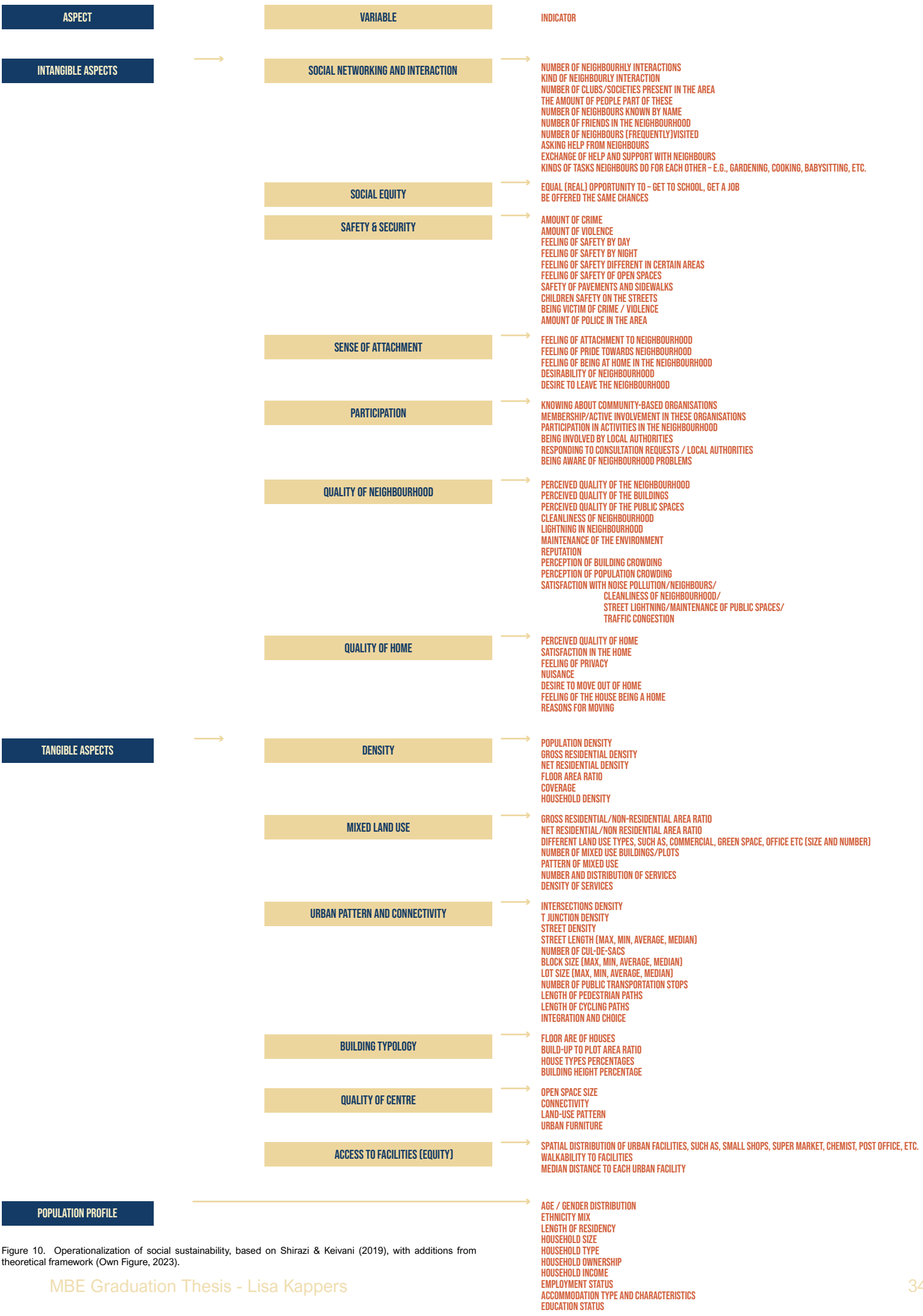| ASPECT	VARIABLE	INDICATOR
INTANGIBLE ASPECTS	**SOCIAL NETWORKING AND INTERACTION**	NUMBER OF NEIGHBOURLY INTERACTIONS KIND OF NEIGHBOURLY INTERACTION NUMBER OF CLUBS/SOCIETIES PRESENT IN THE AREA THE AMOUNT OF PEOPLE PART OF THESE NUMBER OF NEIGHBOURS KNOWN BY NAME NUMBER OF FRIENDS IN THE NEIGHBOURHOOD NUMBER OF NEIGHBOURS (FREQUENTLY)VISITED ASKING HELP FROM NEIGHBOURS EXCHANGE OF HELP AND SUPPORT WITH NEIGHBOURS KINDS OF TASKS NEIGHBOURS DO FOR EACH OTHER – E.G., GARDENING, COOKING, BABYSITTING, ETC.
	SOCIAL EQUITY	EQUAL (REAL) OPPORTUNITY TO – GET TO SCHOOL, GET A JOB BE OFFERED THE SAME CHANCES
	SAFETY & SECURITY	AMOUNT OF CRIME AMOUNT OF VIOLENCE FEELING OF SAFETY BY DAY FEELING OF SAFETY BY NIGHT FEELING OF SAFETY DIFFERENT IN CERTAIN AREAS FEELING OF SAFETY OF OPEN SPACES SAFETY OF PAVEMENTS AND SIDEWALKS CHILDREN SAFETY ON THE STREETS BEING VICTIM OF CRIME / VIOLENCE AMOUNT OF POLICE IN THE AREA
	SENSE OF ATTACHMENT	FEELING OF ATTACHMENT TO NEIGHBOURHOOD FEELING OF PRIDE TOWARDS NEIGHBOURHOOD FEELING OF BEING AT HOME IN THE NEIGHBOURHOOD DESIRABILITY OF NEIGHBOURHOOD DESIRE TO LEAVE THE NEIGHBOURHOOD
	PARTICIPATION	KNOWING ABOUT COMMUNITY-BASED ORGANISATIONS MEMBERSHIP/ACTIVE INVOLVEMENT IN THESE ORGANISATIONS PARTICIPATION IN ACTIVITIES IN THE NEIGHBOURHOOD BEING INVOLVED BY LOCAL AUTHORITIES RESPONDING TO CONSULTATION REQUESTS / LOCAL AUTHORITIES BEING AWARE OF NEIGHBOURHOOD PROBLEMS

	QUALITY OF NEIGHBOURHOOD	PERCEIVED QUALITY OF THE NEIGHBOURHOOD
		PERCEIVED QUALITY OF THE BUILDINGS
		PERCEIVED QUALITY OF THE PUBLIC SPACES
		CLEANLINESS OF NEIGHBOURHOOD
		LIGHTNING IN NEIGHBOURHOOD
		MAINTENANCE OF THE ENVIRONMENT
		REPUTATION
		PERCEPTION OF BUILDING CROWDING
		PERCEPTION OF POPULATION CROWDING
		SATISFACTION WITH NOISE POLLUTION/NEIGHBOURS/
		      CLEANLINESS OF NEIGHBOURHOOD/
		      STREET LIGHTNING/MAINTENANCE OF PUBLIC SPACES/
		      TRAFFIC CONGESTION

	QUALITY OF HOME	PERCEIVED QUALITY OF HOME SATISFACTION IN THE HOME FEELING OF PRIVACY NUISANCE DESIRE TO MOVE OUT OF HOME FEELING OF THE HOUSE BEING A HOME REASONS FOR MOVING
TANGIBLE ASPECTS	**DENSITY**	POPULATION DENSITY GROSS RESIDENTIAL DENSITY NET RESIDENTIAL DENSITY FLOOR AREA RATIO COVERAGE HOUSEHOLD DENSITY
	MIXED LAND USE	GROSS RESIDENTIAL/NON-RESIDENTIAL AREA RATIO NET RESIDENTIAL/NON RESIDENTIAL AREA RATIO DIFFERENT LAND USE TYPES, SUCH AS, COMMERCIAL, GREEN SPACE, OFFICE ETC (SIZE AND NUMBER) NUMBER OF MIXED USE BUILDINGS/PLOTS PATTERN OF MIXED USE NUMBER AND DISTRIBUTION OF SERVICES DENSITY OF SERVICES
	URBAN PATTERN AND CONNECTIVITY	INTERSECTIONS DENSITY T JUNCTION DENSITY STREET DENSITY STREET LENGTH (MAX, MIN, AVERAGE, MEDIAN) NUMBER OF CUL-DE-SACS BLOCK SIZE (MAX, MIN, AVERAGE, MEDIAN) LOT SIZE (MAX, MIN, AVERAGE, MEDIAN) NUMBER OF PUBLIC TRANSPORTATION STOPS LENGTH OF PEDESTRIAN PATHS LENGTH OF CYCLING PATHS INTEGRATION AND CHOICE
	BUILDING TYPOLOGY	FLOOR ARE OF HOUSES BUILD-UP TO PLOT AREA RATIO HOUSE TYPES PERCENTAGES BUILDING HEIGHT PERCENTAGE
	QUALITY OF CENTRE	OPEN SPACE SIZE CONNECTIVITY LAND-USE PATTERN URBAN FURNITURE
	ACCESS TO FACILITIES (EQUITY)	SPATIAL DISTRIBUTION OF URBAN FACILITIES, SUCH AS, SMALL SHOPS, SUPER MARKET, CHEMIST, POST OFFICE, ETC. WALKABILITY TO FACILITIES MEDIAN DISTANCE TO EACH URBAN FACILITY
POPULATION PROFILE		AGE / GENDER DISTRIBUTION ETHNICITY MIX LENGTH OF RESIDENCY HOUSEHOLD SIZE HOUSEHOLD TYPE HOUSEHOLD OWNERSHIP HOUSEHOLD INCOME EMPLOYMENT STATUS ACCOMMODATION TYPE AND CHARACTERISTICS EDUCATION STATUS

Figure 10. Operationalization of social sustainability, based on Shirazi & Keivani (2019), with additions from theoretical framework (Own Figure, 2023).

2.4 SOCIAL SUSTAINABILITY AND CITIZEN PARTICIPATION BROUGHT TOGETHER IN URBAN REGENERATION

After establishing the definitions of the main concepts of the research, these concepts can be linked together, working towards a conceptual framework and hypothesis.

Putting citizens at the centre in the participation process is in line with the current focus on individual, human centred policies in urban development projects (Barosio et al., 2016; Janssen et al., 2021). When specifically looking at regeneration as a policy, its principles can be concluded in economic, physical, social, and environmental, as determined in the definition of urban regeneration (Barosio et al., 2016; Wang et al., 2022). This focus on three pillars for urban regeneration is similar to the approach to sustainability, of which its pillars are: economic, social and environmental (Langergaard, 2019). Wang et al. (2022) state that a regeneration process itself is inherently focussed on sustainability. The overlap in aspects between sustainability and urban regeneration seem to underpin this, where a focus of urban regeneration is social sustainability.

Can it be said that in this established linkage, citizen participation is the process that can contribute to social sustainability in regeneration projects? This question is in line with the main research question of this research, and the following section sets out a proposed connection and hypothesis that indeed the concepts of social sustainability and citizen participation are linked.

The concept of social sustainability is built upon citizen organisational forms (Cernea, 1993). These organisational forms are increased through citizen participation, as citizen participation focusses on the social, environmental, economic and political aspects in a neighbourhood (Boonstra & Boelens, 2011). Citizen participation in this way, contributes to a range of possible effects (see Figure 11). Setting these citizen participation associated benefits opposite of the aspects that contribute to social sustainability, it becomes clear that overlap is present, see Figure 11.

This diagram underpins the hypotheses that through a citizen participation process, social sustainability could be installed or improved. For each benefits associated with citizen participation as a possible outcome of the citizen participation process, there is an overlap with at least one aspect that contributes to social sustainability. However, as argued by Boonstra & Boelens (2011) and Verheul et al. (2021), the form and process of participation, and the influence of citizens in this participation form, determines the outcome and impact of the participation process.

This is one of the drivers for the conceptual framework of section 2.5, together with the other explained concepts, this hypothesis will be linked together.

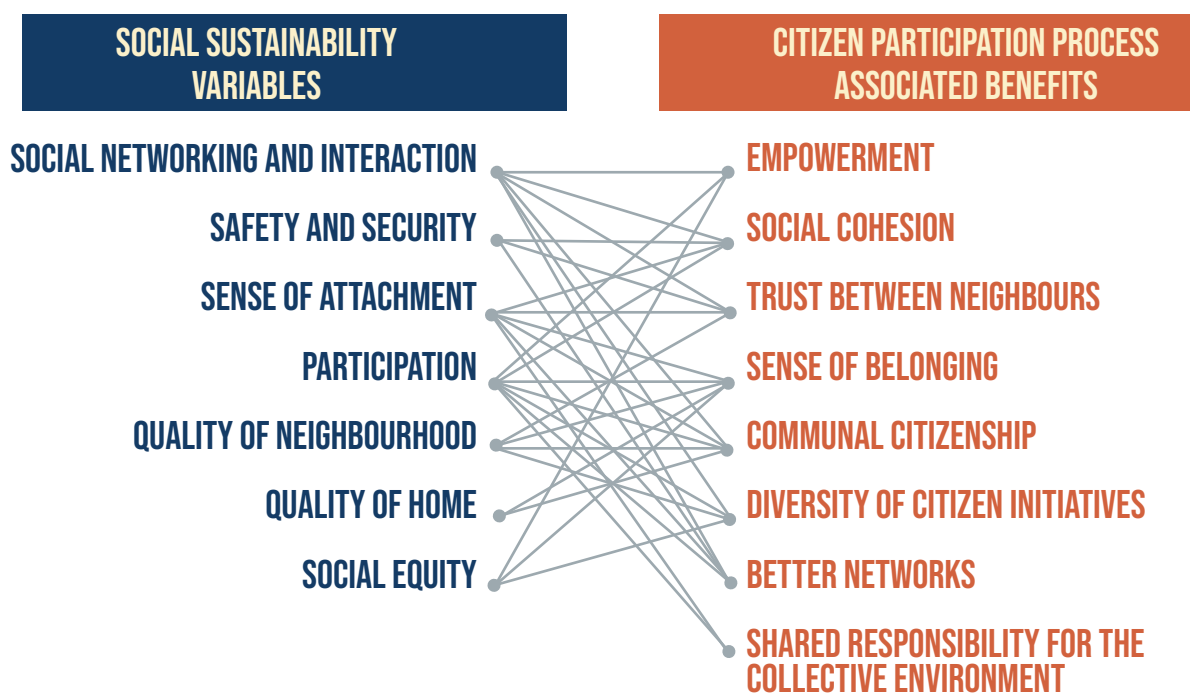| SOCIAL SUSTAINABILITY VARIABLES	CITIZEN PARTICIPATION PROCESS ASSOCIATED BENEFITS
SOCIAL NETWORKING AND INTERACTION	EMPOWERMENT
SAFETY AND SECURITY	SOCIAL COHESION
SENSE OF ATTACHMENT	TRUST BETWEEN NEIGHBOURS
PARTICIPATION	SENSE OF BELONGING
QUALITY OF NEIGHBOURHOOD	COMMUNAL CITIZENSHIP
QUALITY OF HOME	DIVERSITY OF CITIZEN INITIATIVES
SOCIAL EQUITY	BETTER NETWORKS
	SHARED RESPONSIBILITY FOR THE COLLECTIVE ENVIRONMENT

Figure 11. The overlap and connection of social sustainability variables and citizen participation associated benefits, based on Arnstein (1969), Boonstra & Boelens (2011), Callahan (2007), Cernea (1993), Jensen (2011), Nikounam Nezami & Asadpour (2021), Shirazi & Keivani (2019), Sovacool (2014). (Own figure, 2023).

2.5 CONCEPTUAL FRAMEWORK

After defining the main concepts of this research, a possible relationship and therefore hypotheses can be proposed. To summarize: Urban regeneration is a local, participation-based process focussed on deprived neighbourhoods, to decrease the social, environmental, and economic problems. The process of urban regeneration is sustainable. Citizen participation is a process, influenced by the initiators, participatory activities, the level of actual participation, the plans corresponding goals, and lastly citizen inclusion and invitation. Social sustainability consists of tangible aspects, population profile, intangible aspects.

Figure 12 shows how a citizen participation process is inherently a part of an urban regeneration project, due to the focus on both sustainable and local aspects. Originating from this citizen participation ideal, is the process that comes with it. This process is influenced by the aspects of Huls (2022).

The main proposed relationship is between the possible outcomes of citizen participation and social sustainability. Through combining the associated aspects of citizen participation and social sustainability indicators, linkages can be found between the two concepts – depending on the form and process of this participation.

It raises the question if indeed social sustainability can be increased through a citizen participation process. The main hypothesis that derives from the conceptual framework is therefore: *Social sustainability can be implemented or strengthened in a neighbourhood through a private-led citizen participation process in an urban regeneration project.*
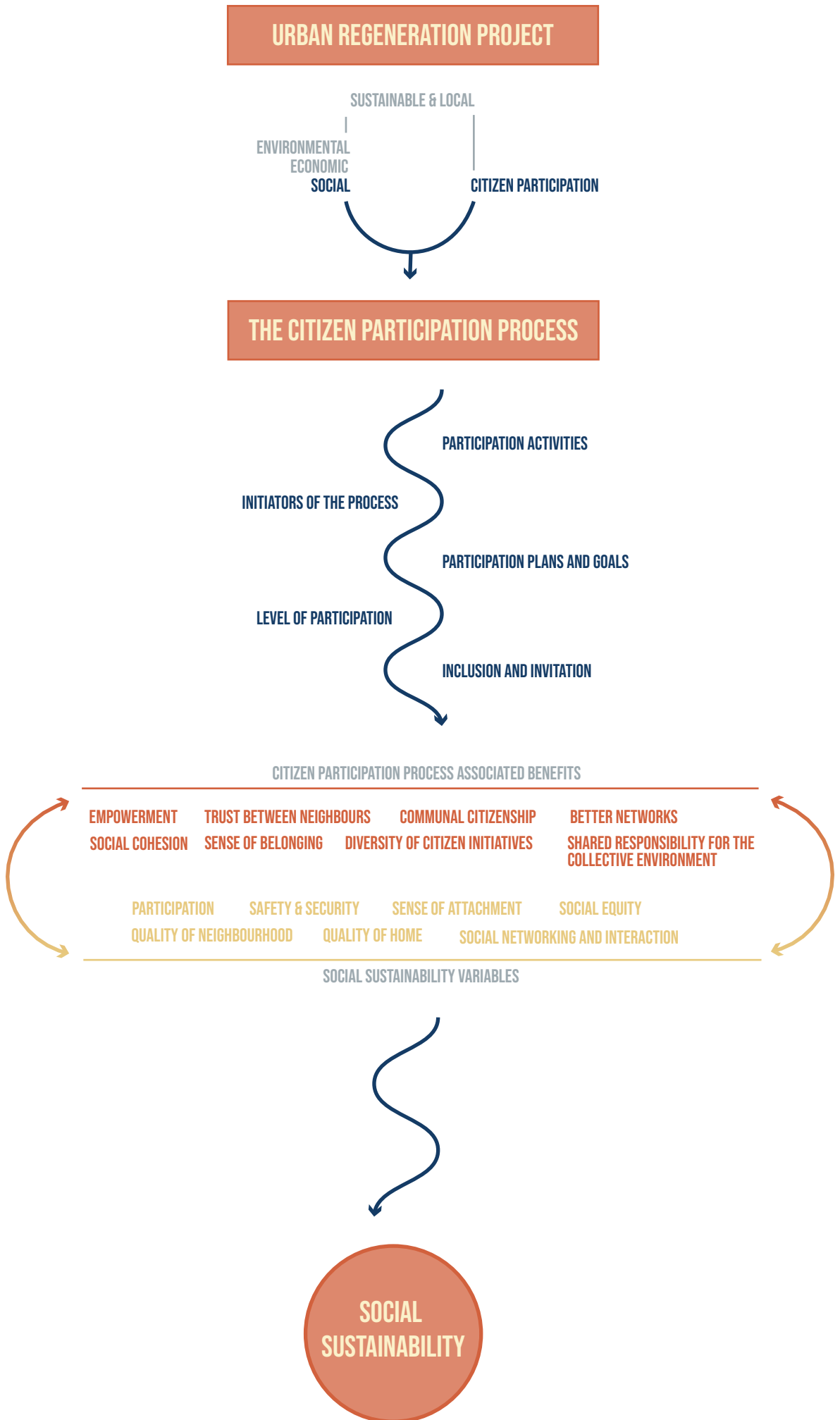
URBAN REGENERATION PROJECT

SUSTAINABLE & LOCAL

ENVIRONMENTAL
ECONOMIC
SOCIAL   **CITIZEN PARTICIPATION**

THE CITIZEN PARTICIPATION PROCESS

PARTICIPATION ACTIVITIES

INITIATORS OF THE PROCESS

PARTICIPATION PLANS AND GOALS

LEVEL OF PARTICIPATION

INCLUSION AND INVITATION

CITIZEN PARTICIPATION PROCESS ASSOCIATED BENEFITS

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

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

SOCIAL SUSTAINABILITY VARIABLES

SOCIAL SUSTAINABILITY

Figure 12. Conceptual framework based on theoretical framework. (Own Figure, 2023)

3. RESEARCH DESIGN

This chapter shows the relevance of the research, in a societal and scientific perspective. Then, the research question and sub questions are posed, based on the theoretical framework. For each question, the associated goals and objectives are explained. Lastly, the audience and dissemination are set out.

3.1 RELEVANCE

The relevance of this research lies in the provision of data and knowledge generation about sustainably implementing citizen participation in regeneration projects, under the new Dutch Environmental and Planning Act of 2024 and renewed national focus on liveability in neighbourhoods.

SOCIETAL

As stated before, the new Act of 2024 leaves room for interpretation about how and when to implement citizen participation for private parties, creating an environment with high risk of disappointment for all stakeholders involved in the participation process. With answering the main question to this research, private parties will have a better grasp on creating an environment for a well-thought out participation process contributing to social sustainability.

With providing this advice and the recommendations, private parties will have an incentive and guide to start carrying out participation in this renewed way, and citizens are benefitted with a process where they are heard, reducing frustration and resistance, and a process that contributes to social sustainability in the neighbourhood. In this way, the private party overall contributes to a decrease of socioeconomic problems in a neighbourhood, rather than only realizing tangible aspects of a project. This ties in with the renewed focus of the Dutch government on liveability and safety in neighbourhoods.

ACADEMIC

The current literary debate focusses mainly on the citizen participation process and its importance, or focusses on the concept of social sustainability. Both of which are not necessarily researched in the Dutch urban development context. In both debates there is little attention for the role of the private sector, and mostly on the role of the public sector. This research combines the research on citizen participation and social sustainability, placing it in the context of the private party in Dutch urban developments. The private aspect is important, as many existing participatory frameworks focus on the public sector, where the private sector has different values and process incentives that need to be met.

The research will contribute to the academic community by researching the private-led citizen participation process in relation to increasing social sustainability in a neighbourhood. In this way, the outcomes will further close the gap between existing literature that regards these different concepts in a stand-alone manner by tying these literary pieces together; naturally building on and adding to the existing debate about Dutch urban development.

3.2 RESEARCH QUESTIONS

Derived from the introduction, theoretical review, problem statement and the theoretical framework are four research questions. These research questions all lead to the answer of the main research question:

"To what extent can the private-led citizen participation process during regeneration projects influence social sustainability in a neighbourhood?"

To be able to answer the main question, three different sub questions have been set up, leading up to the main question.

SQ1: What aspects of social sustainability are covered by the project goals and associated actions set by different stakeholders in the regeneration process?

SQ2: How was the citizen participation process shaped during the urban regeneration project led by private initiatives?

SQ3: How have the actions described in SQ1 and SQ2 influenced the outcome of the project goals?

3.3 GOALS AND OBJECTIVES

Through answering the sub questions, the main question of this research will be answered. Each sub question follows up on the latter question, creating a logical information flow.

The first sub question sets out different stakeholders within a project and identify their social sustainability goals. The question includes defining what social sustainability means for each stakeholder, as alignment in perception is an prerequisite to achieve a shared goal. Additionally, actions taken by the stakeholder to achieve the set goal of social sustainability are researched. Important in this regard is a focus on the process of getting to that goal, and a possible connection to the citizen participation process. The overall objective of this question is to gain insight in the perceptions of social sustainability of different stakeholders and their associated actions. This knowledge will be used to identify certain actions/methods for the implementation of social sustainability, and to discover if different stakeholders share the same perception or if alignment might be something that is needed during a project. This question follows an inductive logic of inquiry, where the focus is on collecting data and generalising this to able to draw conclusions.

The second question gathers information about the citizen participation process, using the aspects as determined by Huls (2022): 01 the initiators of the process, 02 the participatory activities used during the process, 03 the level of actual participation in these activities, 04 the plans made for participation and the corresponding goals that are set for the process, and lastly, 05 the ways in which citizens are included and invited to participate. As with the first question, the objective of this question is to identify the results of certain processes and how lessons can be drawn from either the type of participation used, or the whole process of participation. Just as the first sub question, this questions follows an inductive logic of inquiry, aiming to collect data and generalise from this data collection.

The third question analyses if the set social sustainability goals have been met through the actions stated in sub question 01 and sub question 02. The objective here is to connect the different concepts and aim to find ways in which social sustainability can be reached through specific actions in the participation process and set actions to specifically reach elements of social sustainability. By answering this question,

there is an opportunity to look more closely at the process of working towards social sustainability and find out what aspects were prioritized on to reach the goals, where there has been compromise, and how these choices were made. As this question focusses on the interpretations and outcomes of a specific concept, and the underlying motives, the associated logic of inquiry is retroductive – working back from data to a causal explanation.

3.4 AUDIENCE AND DISSEMINATION

The research provides a starting point for the private sector on the implementation of citizen participation in the regeneration process to attribute to local social sustainability. Although private-led participation is the main focus in this research and the future of citizen participation, the advice and lessons learned at the end of this research can be relevant for both private, public and third sector parties wanting to implement participation in their process and are uncertain what ways of participation will be helpful to implement of stimulate social sustainability.

4. METHODOLOGY

After establishing the theoretical framework, research questions and associated goals, this chapter will go in-depth on how the research is shaped and what methods will be used to answer the main research question. One by one, methods, techniques, operationalization, data collection, and ethics will be discussed.

4.1 RESEARCH DESIGN

The research can be divided in consecutive parts, divided over the span of a year. Figure 13 below shows an overview of the different parts, planning, objectives and desired outcomes.

The planning of the research, research methods, research techniques and the research questions all coincide and relate to each other. The feedback moments of this process are displayed in the upper bar, starting from P2.

Before the P2, the main part of the theoretical research was conducted and the preferred methods to the research questions were determined. This document was the start for conducting empirical research. This research has been done between the P2 and P3. Between P3 and P4 the last empirical data is collected and the first round of analysis and synthesis happens. With a positive judgement of the P4 documents, the following P5 moment marks the official and public completion of this thesis.
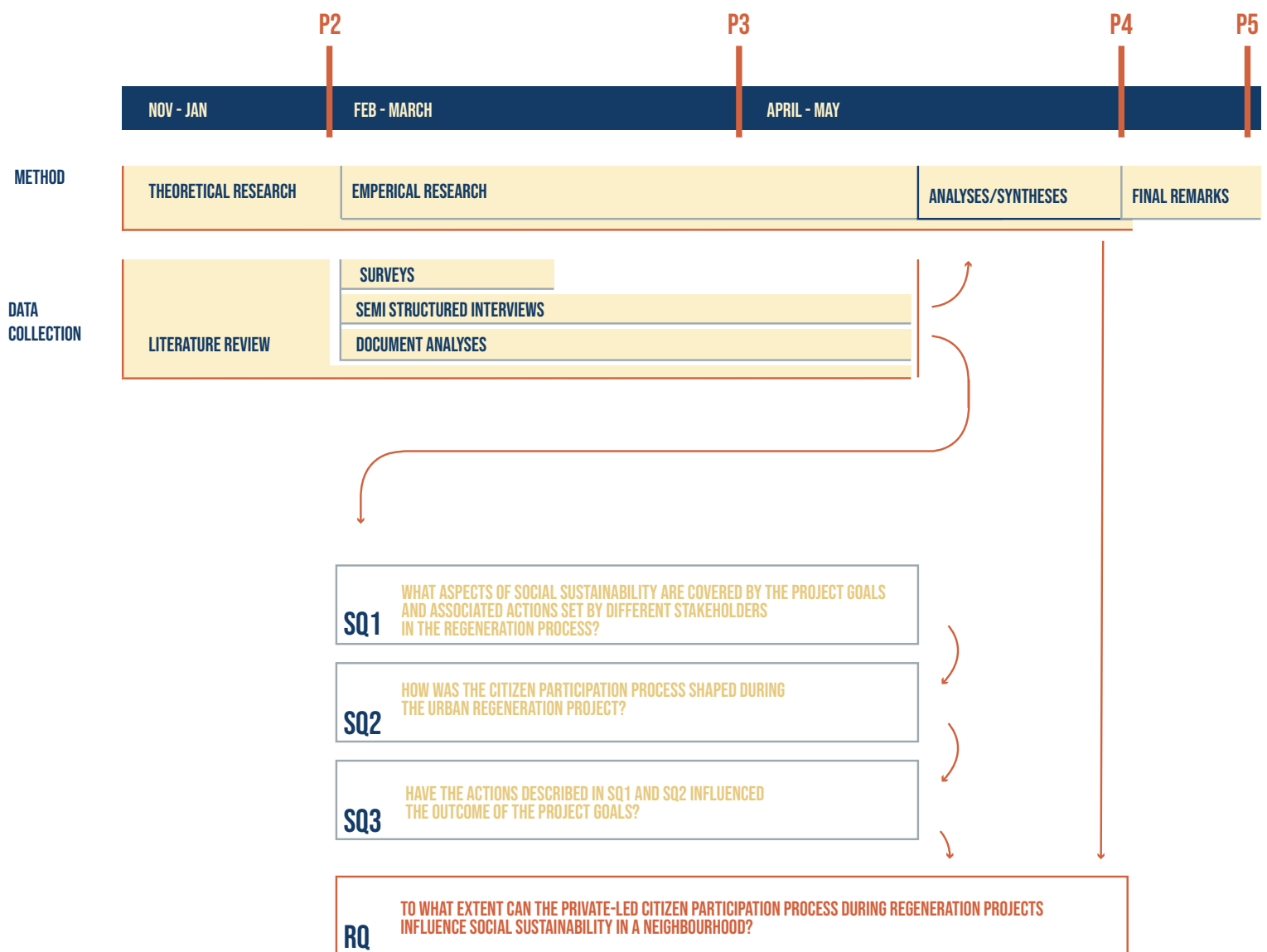
Figure 13. Research Design A (Own Figure, 2023)

4.2 METHODS

To be able to answer all research sub questions and the main question, a mixed methods research will be carried out. This research is based several methods, this includes literature review, and case studies, under which semi structured interviews, surveys and document analyse are performed. The overall study is an exploratory mixed method research (Blaikie & Priest, 2019).

The combination of research methods is chosen for this research as they complement each other. The basis for answering the research questions lays in the context created with the theoretical framework. This framework provides the knowledge to understand the concepts and makes it possible to move to the separate research questions. With the document analyses of the case studies the different concepts are analysed within the context of that case study. This initial scope of the cases will provide the start to answering the questions, and together with the literature review this will be the basis to conduct surveys and semi-structured interviews. These last methods will generate more in-depth information in a second round of data collection, contributing to answering the research questions with real experience information.

INTERRELATION OF METHODS

At the very start of the research, the theoretical framework will explain the key concepts and their interrelations. This research part will be mainly descriptive and explorative, linking the concepts of social sustainability and citizen participation in the context of regeneration projects. And with this, creating a base for the continuing research to be build up upon by setting all definitions straight, making the concepts operationalizable and creating the main hypothesis. To create this base, existing literature will be used in an extensive literature research.

Moving to the sub questions within the research – these will all be answered based on a mix of methods. The basis here will be the case study analyses. This analysis will be done through document analyses, reading about the case, the specific details and attention points that will answer the questions. This information will be used to develop the information needed from semi-structured interviews, and surveys and in their turn these methods will provide in-depth information, experiences that are not written down in (official) reports, and reflect stakeholder and
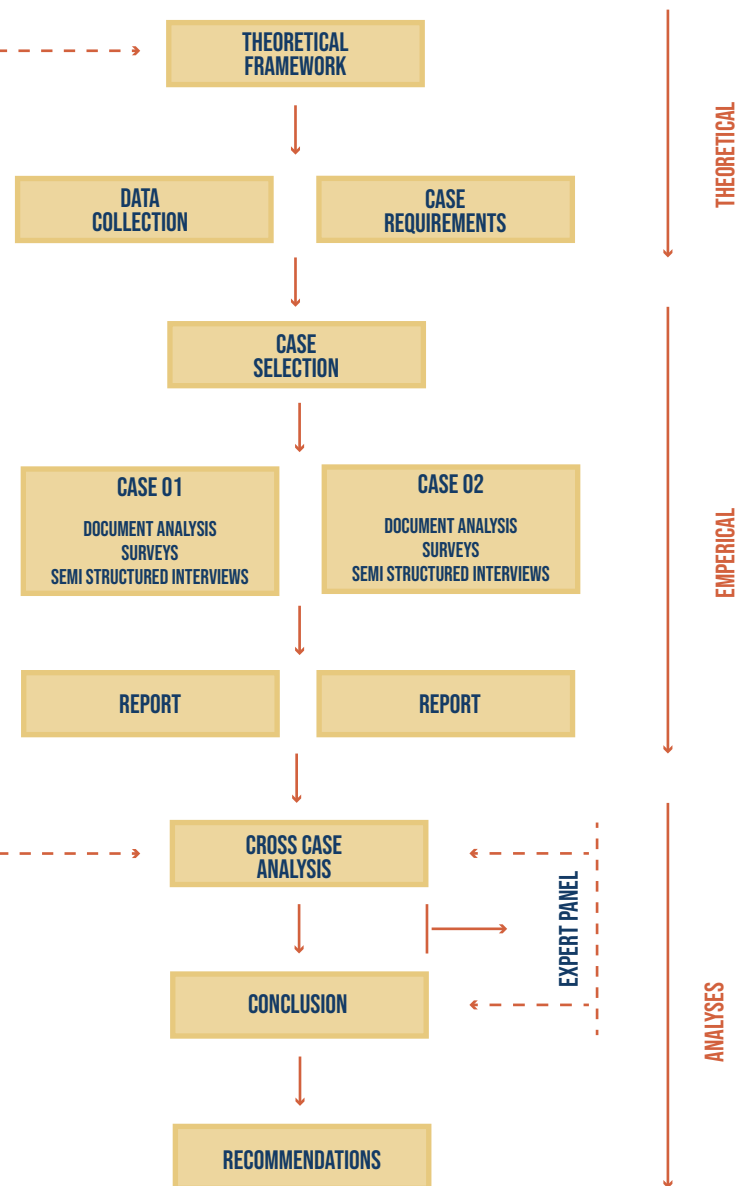

Figure 14. Research Design B (Own Figure, 2023)

resident views and experiences. Figure 14 shows the interrelation of methods.

Findings in the case study documents, surveys, and interviews will be analysed, explained, interpreted, and validated (or not) through literature review during the research. Although literature review is important throughout the whole research, the emphasis of literature review lies on the start of the whole research (up until the P2) and will continue at a lower level alongside the empirical data collection and analysis (between P2 and P4).

This second round of data collection will bring more aspects to light regarding the concepts and relations being researched and will help to fully answer the question by using resident and stakeholder experiences. This human factor and approach of the research is essential, as the concepts of social sustainability and citizen participation are both human centred – especially in the context of urban regeneration. This mixed methods approach, and the findings are all underpinned by continuous literature research to validate the findings. The combination of literature and empirical data will ensure a deep understanding of the cases and real-life experiences, something that is needed when researching concepts that are ambiguous and have a subjective reality.

The case studies will be based on primary data when talking about semi–structured interviews and surveys. It is the responsibility of the researcher to analyse this data in a responsible and objective manner (Blaikie & Priest, 2019).

However, the data will be secondary (Blaikie & Priest, 2019) when reading about the case in documents, as these documents are written by a certain source and should be placed in the context of the objectives of this source with that specific document. Lastly, as literature review is analysing research already completed, this data is tertiary (Blaikie & Priest, 2019). Using tertiary data implies that the researcher, needs to be aware of the data source and previous analyses of the data, and the applicability of this data to this specific research.

As the relationship between social sustainability and citizen participation is central in this research, the cases researched will reflect this. To gather suitable cases and in-depth knowledge, an graduation internship is a preferred approach. In this way, an opportunity is created to learn from a professional party that has deep knowledge and understanding of the citizen participation process, and the focus on social sustainability. Their experiences and lessons learned are of valuable worth to the research. To ensure this knowledge, the graduation company will need to have this experience in the field with citizen participation and a social focus embedded in their company values. A company that meets these requirements, is ERA Contour. The cases analysed in this research will therefore be provided by ERA Contour, as part of the graduation internship the researcher follows.

After data collection and analyses, the outcomes are tested withing the internship company, via an expert panel. This panel creates an opportunity for a discussion over the results, and some final input and feedback on aspects that need more refinement at that time.

4.3 CASE REQUIREMENTS

A total of two cases will be subject of this research. The number of two cases is chosen to keep the research feasible for the timeframe and research capacity. With the fluidity of the main concepts of the research, the preference lies with an in-depth case analysis, rather than trivial research spread out over a larger number of cases. These two cases need to match a few requirements in order to be able to fully answer the research questions. The research questions shape the framework of the requirements by determining what information is needed from the cases. Figure 15 reflects this relationship.

Additionally there are a few requirements that need to be met in order to be able to gather the necessary data. With these case requirements, the data that is collected, will be collected through purposive sampling: it is a deliberate choice to choose these cases (Blaikie & Priest, 2019)

A case will be suitable to be analysed for this research when:

• Citizen participation was/is part of the project
    Real participation, meaning redistribution of power and usage of citizen input

• Different stakeholders are present during the project, covering the public, private, and third sector (housing association) and the community

• Social sustainability was desired to achieve / strengthen during the project
    Aiming to improve the wellbeing of current and future citizens with the project

• A regeneration project
    Aiming improvement on social, economic, environmental aspects

• Project in a deprived early post-war neighbourhood (Naoorlogse Stadswijken, n.d.)
    Majority of the building stock is built between 1945-1965

    Social and environmental problems present prior to the project

    Large share of social housing

• Important to
    Have an available group of participants (easy to reach, willing to participate)

    Be able to look back on a project

    Be aware of the position and view of ERA Contour in the cases sss

Based on these requirements, two suitable cases have been chosen, a full neighbourhood regeneration project in Schiedam – de Nieuwe Wetenschappersbuurt -, and a case still in progress in Utrecht – Overvecht Noord.

The two cases have a different focus and context. The first case, the *Nieuwe Wetenschappersbuurt in Schiedam* (Figure 16A), is retrospective, looking back at the process and a finished process. Here, there is a chance to delve into the process, the different steps, stakeholder management, the result, and the result years after the project is finished. The second case, *Utrecht Overvecht Noord* (Figure 16B), is ongoing, however in a context where there has been citizen participation for earlier steps in the process. Here lies a chance to delve into the different stakeholders, their goals and the alignment of their goals and objectives in the process.

The two cases differ in their respective context, as one has been carried out around 10 years ago. This makes the context (then and now) important and creates an opportunity to research a possible change in participation or social sustainability. Additionally, the two cases differ in political climate, municipal frameworks and level of influence of organized citizen groups.

As the two cases differ on all these aspects, their relationship needs to be touched upon. With the retrospective nature of the Schiedam case, there is an opportunity to draw lessons from the past. These lessons can also be drawn from the previous activities in Utrecht. However, as the Utrecht case is still ongoing, a chance arises where the lessons learned and advice created from the earlier experiences in Utrecht and Schiedam could be implemented in the current processes in Utrecht.
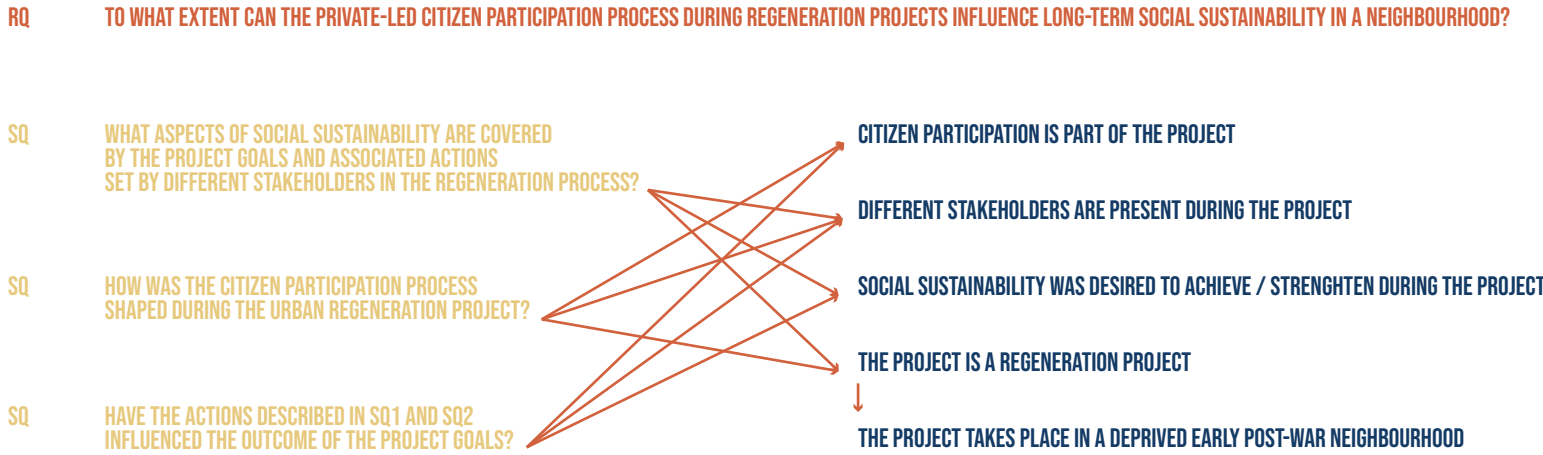
RQ   TO WHAT EXTENT CAN THE PRIVATE-LED CITIZEN PARTICIPATION PROCESS DURING REGENERATION PROJECTS INFLUENCE LONG-TERM SOCIAL SUSTAINABILITY IN A NEIGHBOURHOOD?

SQ   WHAT ASPECTS OF SOCIAL SUSTAINABILITY ARE COVERED
BY THE PROJECT GOALS AND ASSOCIATED ACTIONS
SET BY DIFFERENT STAKEHOLDERS IN THE REGENERATION PROCESS?

SQ   HOW WAS THE CITIZEN PARTICIPATION PROCESS
SHAPED DURING THE URBAN REGENERATION PROJECT?

SQ   HAVE THE ACTIONS DESCRIBED IN SQ1 AND SQ2
INFLUENCED THE OUTCOME OF THE PROJECT GOALS?

CITIZEN PARTICIPATION IS PART OF THE PROJECT

DIFFERENT STAKEHOLDERS ARE PRESENT DURING THE PROJECT

SOCIAL SUSTAINABILITY WAS DESIRED TO ACHIEVE / STRENGHTEN DURING THE PROJECT

THE PROJECT IS A REGENERATION PROJECT

THE PROJECT TAKES PLACE IN A DEPRIVED EARLY POST-WAR NEIGHBOURHOOD

Figure 15. Relationship research questions and case requirements (Own Figure, 2023)

Figure 16A. Schiedam De Nieuwe Wetenschappersbuurt (ERA Contour, 2019)

Figure 16B. Utrecht Overvecht (DUIC, 2021)

4.4 DATA COLLECTIE

This section shows an overview of different data collection techniques that are used in this research. For each method, specifics will be determined, and the relationship to the research will become clear.

LITERATURE REVIEW

Literature review is carried out through reading academic papers, associated published literature, and master theses about the different main concepts of this research. All these documents are found through different libraries: Scopus; World Cat; TU Delft library archive; TU Delft repository; TU Delft Architecture Library and Google Scholar. Main findings of the literature review are written down and used to define and connect different concepts or validate theories. The literature list at the end of this thesis provides an overview of the literature used.

DOCUMENT ANALYSES

The case studies are first analysed through associated documents. The term 'documents' is quite broad, as documents can be anything from email chains to vision documents, contracts, meeting reports, municipal documents, or more. The key here is to filter the documents on their applicability to the research. To keep track an overview of what documents have been read will be kept. The aim for this technique is to create a thorough basis of information about each case and be able to build out knowledge and specific interview or survey questions from this basis. Based on the documents, it can be determined what parties to contact for in-depth interviews, and how to approach the surveys in that neighbourhood. Gaps in knowledge that might appear could be filled through the semi-structured interviews. Figure 17 shows an overview of the documents for each case used in this thesis.

SEMI-STRUCTURED INTERVIEWS

Different stakeholders from within the cases are asked to participate in a semi-structured interview, which will add more depth to the cases and generate more knowledge. By having personal interviews, more nuanced details will come up, and relationships / feelings / objectives within the project will become less abstract. The interviews will also create an opportunity to ask questions that may not yet be clear from previous document analyses.

The term 'stakeholder' is quite broad. For this data collection method it means a party that is closely involved in the construction project and citizen participation project. The aim is to provide a coherent and overall view of the project, meaning that the biggest stakeholders from different sectors will be interviewed: the private sector, the public sector, the third sector, and the community. See Figure 18 for an overview of each stakeholder that is interviewed in each case. As a result of the purposive case selection, the stakeholders are purposively chosen. However, during the interviews, there were several referrals to additional interview candidates, in line with snowball sampling (Blaikie & Priest, 2019). A separate interview was held with an employee of ERA Contour, concerning their approach to participation and social sustainability over the years. This interview is not presented in Figure 18.

Before the start of each interview, each interviewee is send an interview protocol. This protocol includes a short explanation of the research, the research aim, and the focus of the interview. Additionally, a general outline of the interview questions is send within the protocol, and a to be signed informed consent form. Appendix E contains the full interview protocol used for each interview. Note that the questions

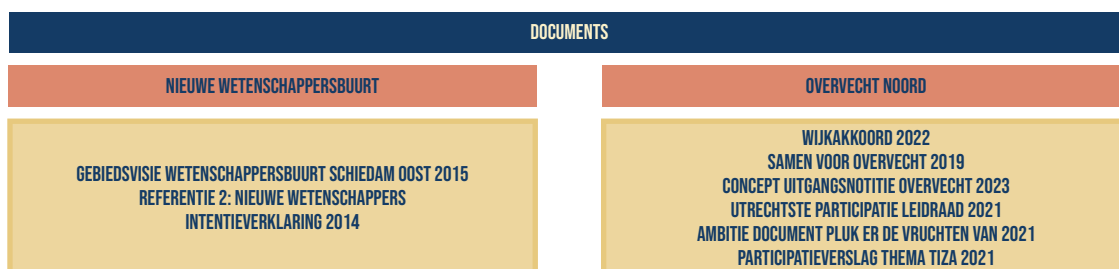| DOCUMENTS	
NIEUWE WETENSCHAPPERSBUURT	OVERVECHT NOORD
GEBIEDSVISIE WETENSCHAPPERSBUURT SCHIEDAM OOST 2015 REFERENTIE 2: NIEUWE WETENSCHAPPERS INTENTIEVERKLARING 2014	WIJKAKKOORD 2022 SAMEN VOOR OVERVECHT 2019 CONCEPT UITGANGSNOTITIE OVERVECHT 2023 UTRECHTSTE PARTICIPATIE LEIDRAAD 2021 AMBITIE DOCUMENT PLUK ER DE VRUCHTEN VAN 2021 PARTICIPATIEVERSLAG THEMA TIZA 2021

Figure 17. Case specific documents used (Own Figure, 2023)

were added between different interviewees, in line with their position, interests or areas of knowledge. The basis for the questions was always the same to safeguard the integrity of the interviews and the data collection. This base of questions cover the different elements of research questions to ensure that they are answered. This is in line with the approach of the connection between the research questions and case requirements.

Due to sending the documents before the interview, the interviewees are aware of the interview aim, and what they will consent to with their participation in the interview. Important is the fact that the interview is recorded (audio and/or visual).

These recordings are transcribed after the interview. These transcriptions are then used for analyses.

SEMI STRUCTURED INTERVIEWS	

NIEUWE WETENSCHAPPERSBUURT	
PRIVATE PARTY – PROJECT DEVELOPER	NWB01
PRIVATE PARTY – PROJECT DEVELOPER	NWB02
HOUSING ASSOCIATION – PROGRAM MANAGER	NWB03A
HOUSING ASSOCIATION – PROJECT LEADER	NWB03B
MUNICIPALITY – PROJECT MANAGER	NWB04
RESIDENT	NWB05
NEIGHBOURHOOD POLICE (REPRESENTING FORMER RESIDENTS)	NWB06
ERA CONTOUR	ERA01

OVERVECHT NOORD	
PRIVATE PARTY – PROJECT DEVELOPER	UON01
PRIVATE PARTY – PROJECT DEVELOPER	UON02
PRIVATE PARTY – ADVISOR	UON03
MUNICIPALITY – SPATIAL MANAGER	UON04
MUNICIPALITY – SPATIAL ADVISOR	UON05
HOUSING ASSOCIATION – REAL ESTATE DEVELOPER	UON06
HOUSING ASSOCIATION – DEVELOPMENT MANAGER	UON07
RESIDENT ORGANISATION – BOARD MEMBER	UON08
RESIDENT ORGANISATION – BOARD MEMBER	UON09
RESIDENT AND FORMER PARTICIPANT	UON10
NEIGHBOURHOOD POLICE (REPRESENTING FORMER RESIDENTS)	UON11

Figure 18. Interviewees for each case (Own Figure, 2023)

SURVEYS

Surveys are distributed throughout the case neighbourhoods for citizens to fill in. The surveys consist of three parts: before the regeneration project, during, and after. In this way, the whole process and possible outcomes are included. The aim of this method is to gain perspective into the experience of the neighbourhood prior of the regeneration process, to see the citizen participation process from the eyes of a participant, and lastly to gain insight into the current experience of the neighbourhood. This survey will highlight the human aspect in the research.

Important is to realize who will fill in this survey. To stimulate participation in the survey, it is key to keep the survey to the point and rather short. It only contains the most important issues to be addressed. The language of the survey is in Dutch and in English to stimulate different resident groups to participate. To ensure participation is low effort, the survey is online, distributed throughout the neighbourhood with a letter, containing a QR code and a web-address. The time to fill in the whole survey is a maximum of five minutes.

Even though the language is taken in to account, the survey is short, and widely accessible, not all audiences might feel inclined to participate, or be able to participate. If the response rate it too low to confidently use, the data from the surveys will be used as a general indication of the (former) neighbourhood or participation process, but the data will have to be underlined by either other documents, analysis or literature.

Figure 19 shows the routes within the neighbourhoods where the surveys are distributed. In Schiedam, 150 surveys were distributed, in Utrecht 250. These numbers were chosen in line with size of the neighbourhoods, and amount of households present. For Schiedam, a relative large number of surveys was distributed, to try and connect to citizens who continued to live in the neighbourhood after regeneration.

EXPERT PANEL

To test and validate the research outcomes and utilize the knowledge of ERA Contour to the fullest extent, the analyses will be presented to an expert panel (See Figure 15, page 31). This panel consist of 19 members, which are part of the Initiatief & Concept (initiative and concept) department. This
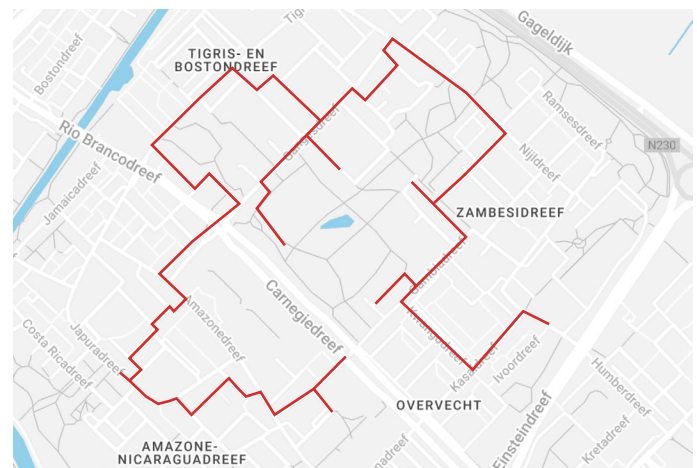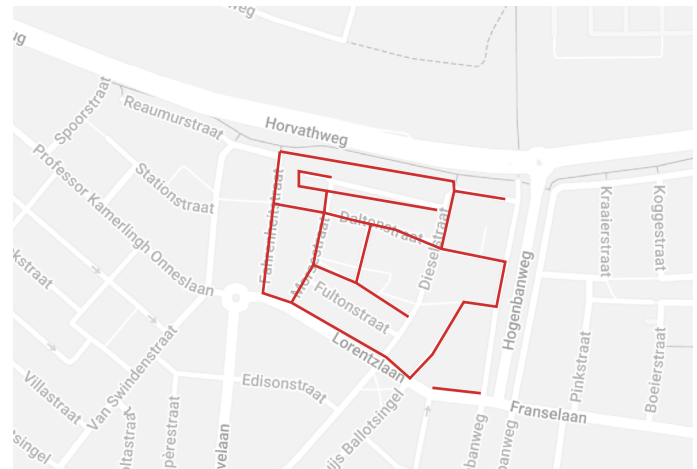
Figure 19. Survey distribution routes. Schiedam Nieuwe Wetenschappesbuurt above, Utrecht Overvecht Noord below. (Own Figure, 2023)

department is the department within ERA Contour that is concerned with citizen participation, and early implementation of socially orientated goals e.g. social sustainability. These employees are asked to reflect on the presented analyses and conclusions, ask critical questions and possibly add to the analyses with experiences in other projects. This session will be held after analyses is finished and conclusions are reached to ensure a fruitful and focussed session that will bring more elaboration to these parts. After the session, the input will be processed.

4.5 DATA PLAN

The FAIR guiding principles for data (Wilkinson et al., 2016) provide a framework to enhance the reusability of data. FAIR stands for Findability – Accessibility – Interoperability – Reusability. Following these four principles, the data plan will be described.

The data of this research will be published on the TU Delft repository after the research is completed, making the data findable and accessible. To ensure interoperability and reusability, the methods used are explained in detail, sources are cited and noted at the end of the research, and any changes to this will be noted in the research. In Appendix C, the data management plan as required by the TU Delft is attached.

4.6 ETHICAL CONSIDERATIONS

This research will use human research subjects. This means that this research will follow the guidelines provided by the Human Research Ethics Committee of the Delft University of Technology. This committee has determined, by the General Data Protection Regulation, four essential attention points when working with human research subjects (TU Delft - Human Research Ethics Committee, n.d.). These attention points are 01. Awareness of potential risks for the human research subjects, 02. Mitigate or minimize the possible risks, 03. Ensure that the human research subjects are aware of the risks and consent to these, 04. Execute the research following the made agreements with human research subjects (through an informed consent form).

To ensure that the participants and vulnerable groups that are part of this research are protected to the full capacity of the researcher, an application has been done to the TU Delft HREC. This application has been approved, underlining the techniques proposed to be coherent and thorough. (TU Delft - Human Research Ethics Committee, n.d.). Appendix D shows the full HREC application and revisions.

4.7 OPERATIONALIZATION

The main concepts of this research – social sustainability, citizen participation, urban regeneration – are all ambiguous concepts. To ensure that in this research, the concepts are defined and analysed equally, operationalization is necessary. In the theoretical framework, each concept has been defined and associated variables have been determined. For the integration of the concepts in the research, is this enough. However, the participants in these empirical data techniques might not understand the concepts in the same way they have been described in this research.

Therefore, each concept has their associated variables and indicators. These indicators make it possible to talk in easy-to-understand terms about experiences that all participants will recognize and understand. As all indicators link back to their variables and their concept, the input on these indicators will be able to be used in the research. This process also ensures that the data will be usable for analyses, as there will be no confusion about definition alignment. The variables and indicators of social sustainability have already been discussed in the theoretical framework. In appendix B, the operationalization figure for the concepts of citizen participation and urban regeneration can be found.

The semi structured interviews do not cover specific indicators, but rather focus on the level of variables for the concepts social sustainability and citizen participation. When indicators come up during interviews, these can easily be linked back to their variables.

4.8 DATA ANALYSIS

The analysis of the literature and document have briefly been described in the section above. This section will go in-depth about the analysis of the data gathered from the interviews and surveys.

INTERVIEWS

A total of 18 interviews have been conducted, divided over the two cases. All interviews have been audibly and/or visually recorded. The interviews were transcribed afterwards, generating each a document where the conversation is written down verbatim. This conversation is then read through and the operationalized indicators are noted and interpreted in the context. The information connected to these indicators is then used to analyse the cases and write their associated chapter. As the indicators are present for all concepts of this research, the information will flow back to the report for each concept. The abbreviations for each interviewee that are used in Figure 18, are used in the case sections to link back to the specific interviews.

After the general cases are described, the information from the interviews will be used in a cross-case analysis, to be able to answer the research questions. No additional software is used in the interview analyses. The interview transcripts are analysed by the researcher, and interpreted in their bigger context of the case. This approach fits the research best, as the interviews are laden with emotions, sentiments, sometimes vague interpretations of the concepts. These delicate and sometimes subtle details are best seen in the context of the whole, rather than interpreted by an analysis program.

SURVEYS

The survey data is collected online, and is downloaded into an excel format. See appendix F for the survey data collection. This excel is then analysed by the researcher, and general information is combined to set out an overview of the current status of the neighbourhood. This information will be used in the case descriptions, and to analyse experiences after regeneration.

The data is only used for a general overview of the current neighbourhood experience, as a result of the low response rate. Schiedam Nieuwe Wetenschappers has a response rate of 7%, Utrecht Overvecht Noord has a response rate of 4%. These numbers are not representative of the real population and sentiments, and this is taken into account in the data analyses. This will be mitigated by supporting the survey data with governmental analyses of both neighbourhoods.

The interview and surveys analyses are equally executed for both cases, despite their differences. In this way, the data collection and analyses are comparable and the outcomes can be validated for each case.

4.9 SCOPE AND LIMITATIONS

This section covers the scope and limitations for the different parts of the methodology.

The scope of this research, and therefore methods is the relationship between the main concepts citizen participation and social sustainability, within the framework of a Dutch regeneration process. Therefore, all literature, documents, semi-structured interviewed and surveys are fitted within this scope and focussed to the Dutch construction market. There is no connection sought to other domains of the social sciences as this is not absolutely necessary for this research and the main limitation to broaden the scope and reach of this research is time and capacity. This research has been conducted within the timeframe of 10 months, and by one researcher.

The empirical data collection has been done through an internship with a private party. This means that the cases researched were both from the same developer – which instates consistency but at the same limits the findings to processes of ERA Contour and their approach to projects.

LITERATURE

The literature regarded in this research is all connected to one of the main concepts, and follows the logic explained above. The main limitation in the literature review is the amount of documents, and the time it takes to read and analyse these documents. To ensure a representative view of literature, the researcher has actively sought out both sources that frequently came up in different debates, and at the same time sources that did not come up that

frequently and seemed to contribute new ideas. This created a mix of established literature and new insights.

DATA COLLECTION METHODS

Both the semi structured interviews and the surveys need to be regarded in this section.

The semi structured interviews had a scope concerned with only the main stakeholders of the project – spanning the private, public, third sector and community. Of these sectors, the number of interviewees is limited to two per sector. The focus is solely on getting a wide angle perspective across domains about the same project.

The surveys are distributed to gain insight into the perspective of the community, their scope is therefore the citizens of each case neighbourhood. The exact distribution and route is visible in Figure 15. The limitations of the surveys are the distributional amount. An estimation was made to decide on an amount of surveys that could easily be widely distributed in one day. This estimation was 400 in total.

DATA ANALYSES

The data analyses is automatically confined to the scope of the data collection methods (theoretical and empirical). It is only this data that can be analysed. The limitations to the analyses are the interpretation of the data by the researcher, and the choice for no additional analyses with a computer program. These limitations are counteracted through a thorough analyse of each transcript and survey entry, and positioning these in the bigger context of the cases.

OPERATIONALISATION

The operationalisation is based on theoretical research and literature theories. This implies that the operationalisation scope is limited to the researched literature and the main concepts. This scope ensures that the research is feasible in the given timeframe and capacity. Limitations of the operationalization are indicators that do exist and come up but need to be reinterpreted to fit into the variables and the associated concept. This is however possible and will be done following the logic line and context of that indicator.

5. RESEARCH RESULTS

Chapter five presents the two cases in this research. For each case a short process summary is given, whereafter the cases are set out following their chronological timeline. The focus in the timeline will be on the project goals and citizen participation, given the nature of this research. However, the project will be analysed as a whole to be able to regard it in its context and timeframe.

5.1 ERA CONTOUR

Before the cases are analysed, the ways of working of ERA Contour will be explained – positioning the cases in the private led citizen participation approach and the context of the internship company. This is important, as their ways of working are unique and therefore fundamental to both projects. From the interviews with ERA Contour employees, a clear view has been composed of the company. They interviews bring to light that even though ERA Contour is a private developer, their main incentive is not the business case of each project. The main goal of ERA Contour, for each project, is to contribute to happy citizens in strong neighbourhoods. Unrelated to the scope and nature of a project, this is what the company want to achieve. This dates far back in their history. The first project that resulted in ERA Contour being founded, was a large scale high rise building project, where tenants could customize the layout of the interior of their apartments. From this moment on, citizens have always been a focus point for the company. As the approach is rooted in the company, there is inherently time, capacity and flexibility built into the project processes.

The business cases for their projects are strategically used for the financial gain to flow to a thorough participation process, and create investment opportunities to stimulate social initiatives in neighbourhoods.

The focus on citizens as the central point of developments has developed over the years, from citizen participation in the beginning of a project, to extending the focus to new residents as well, as new home-owners are invited to participate in community building exercises and to co-create in public spaces that still need to be developed.

5.2 SCHIEDAM NIEUWE WETENSCHAPPERSBUURT

Figure 20A. Schiedam De Nieuwe Wetenschappersbuurt before regeneration (ERA Contour, 2019)

Figure 20B. Schiedam De Nieuwe Wetenschappersbuurt after regeneration (ERA Contour, 2019)

De Nieuwe Wetenschappersbuurt is a relatively small neighbourhood in the far east of Schiedam (Figure 21). At the time this project originated, 2012, the neighbourhood had a notorious reputation (see picture 20A for the original neighbourhood). The municipality of Schiedam and the housing association Woonplus decided that the neighbourhood the Wetenschappersbuurt was due for a change. The main motivation was the poor quality of the housing, the bad reputation, and the feelings of unsafety. ERA Contour got involved as the developer and construction company. The three parties teamed up to first deliver a vision for the neighbourhood, based on resident participation input, and later to actually regenerate the neighbourhood, see picture 20B for the current situation.

Special about the project was the fact that all parties regarded the neighbourhood as an opportunity to experiment with citizen participation and the impact and outcome this could have on the project. Therefore, the project is characterized by an intensive citizen participation process. This process was mainly to compose the vision for the regeneration. During the actual realization the intensity of the participation process and inclusion of citizens slowly decreased.
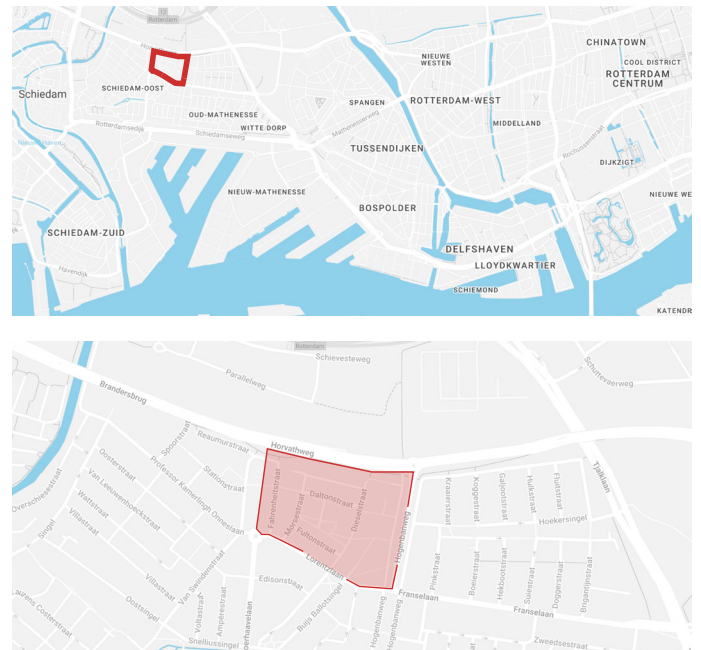
Figure 21. Location of Schiedam Nieuwe Wetenschappersbuurt (Own Figure, 2023)
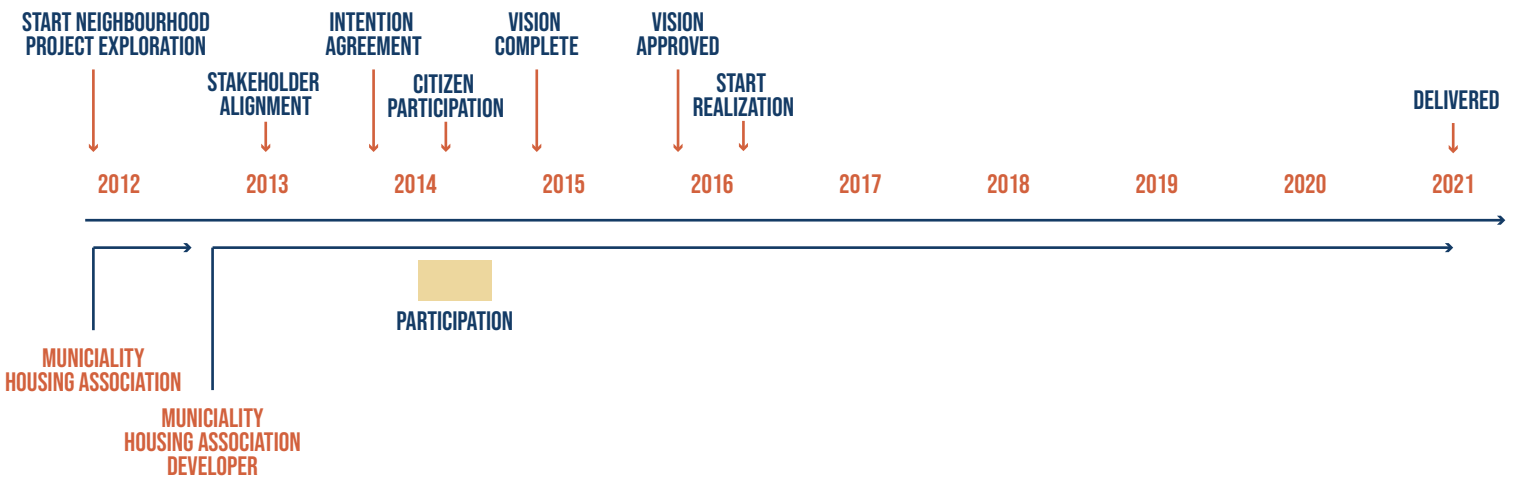
Figure 22. Timeline Schiedam Nieuwe Wetenschappersbuurt (Own Figure, 2023)

The project ran from 2012 to 2021, from initiative to delivery. Between 2012 and 2014, the parties met, and did exploratory studies in the neighbourhood. In 2014, the parties officially started their collaboration by signing an intention agreement. Up to 2016 the vision was created, co-creation happened and a design was made. Between 2016 and 2021 the demolition and new-build happened. Following this timeline (Figure 22), the main events will be explained.

CONTEXT OF THE CONSTRUCTION SECTOR AROUND 2012

To fully understand the project, it needs to be placed into its context. In 2012, the construction sector was still feeling the effects of the financial crisis from 2008. This effected the amount of projects, investments and revenue (Centraal Bureau voor de Statistiek, 2013). Boelhouwer & Van Der Heijden (2022) describe that the problems on the housing market were not concerned with scarcity of housing. Up and until the financial crisis (2008) the focus had been on increasing the amount of housing, and especially home-owner occupied housing. Around the time the crisis hit, the consensus was that the times of scarcity had been left in the past. In 2013 the Ministry of Housing, part of the national government, was abolished – later an influential minister said that the 'housing market was officially finished, and there was no need anymore for great governmental influence'. With additional policies around 2012, the decentralisation of the housing market towards local governments (a trend that had been happening since the 1990s) was almost complete. Alongside this trend, a new focus was put towards inner city developments, where private parties were needed in the development – housing associations were urged

to focus only on housing and local government was urged to focus on the process.

The combination of the financial crisis, no pressing need to increase the housing stock, and the decentralized housing markets created an interesting climate for the project. These trends explain the choice for decreasing the amount of homes.

≤ 2012 - NEIGHBOURHOOD CHARACTERISTICS

Nieuwe Wetenschappers-neighbourhood is situated at the far east end of Schiedam and is a part of Old Mathenesse, which is the area between Rotterdam and Schiedam. In the early 1930s the original *polder* (reclaimed land) became a neighbourhood of Schiedam – the original design was full of wide streets, compact buildings, space for water and green (*singels*). The ideology at that time was to separate living from other facilities. This original structure is still visible when the project starts in 2014, even though the buildings have changed and other facilities moved into the neighbourhood (school, small shops). Some parts are from the 1930's, some tenement flats from 1940's, and a large share is early post-war buildings built around 1960. The neighbourhood is characterized by tenement flats, a lot of cars in sight due to parking spaces, there is collective greenery but mainly to look at and not to actively use. The vast majority of the citizens are social renters, some are private renters or homeowners. Regardless of the owner, all buildings share their poor quality. (ERA Contour, 2015)

Before the project commenced, the neighbourhood was deemed insufficient by the professional parties

in the areas of the mix of citizens, public space, living, and facilities (ERA Contour, 2015). These four areas of attention remained focus points during the whole of the process. The residents often were in compromised socioeconomic positions, and lived anonymous lives. The housing typology stimulated the anonymity with harsh boundaries between public and private space. The citizens had diverse backgrounds of which half had a non-western migration background. The public space was neglected, anonymous, felt unsafe, littered, and there was no communal space. The houses (homes) experienced deterred maintenance. Lastly, the facilities were deemed of quality, as the neighbourhood is close to the city centre. In the neighbourhood itself there were some small shops.

Additionally, the majority of the interviewees mention heavy crime, human trafficking, drug usage and transactions, violence and high feelings of unsafety in the neighbourhood (NWB01, 02, 03). These activities occurred throughout the neighbourhood. The characteristics contributed to a high wish to move home, about 60% of citizens felt this wish (ERA Contour, 2015).

Another characteristic was the dominant presence of certain families in the neighbourhood, these families determined the feeling and experience of the neighbourhood, and together formed a very close social network (NWB 03 06). The Nieuwe Wetenschappersbuurt was a so-called *volksbuurt* (working-class neighbourhood). Some of these citizens had been living there for over 30 years, or their whole lives (UON06). The concept of a *volksbuurt* can have a negative image (NWB06) and the close community often excludes other groups. However, if you are part of the social ties within the neighbourhood, you belong with the whole group (NWB06). The closed off group was present in the Wetenschappersbuurt, and the neighbourhood was notorious for not tolerating outsiders, and even using violence when new citizens settled in the neighbourhood (NWB03). These aspects were accompanied by the state of the housing which was heavily deterred and not up to the current standard (NWB01 03).

The overall urgency for regeneration of change shows itself, as the Wetenschappersbuurt ranked lowest on the prosperity rating of the whole of Schiedam (ERA Contour, 2022).

Although the state of the property was an important incentive to restructure the neighbourhood, the social problems were just as an important driver for the regeneration project (NWB01, 02, 04). Uniquely, the citizens of the neighbourhood at that time were the ones to raise the major issues, mainly concerned with the state of the housing, and urging the housing association to move the neighbourhood up on their initial planning (NWB 03).

2013 / 2014 – START OF THE PROJECT

From the statistics, neighbourhood experiences and the voice of the citizens it was clear to Woonplus that the neighbourhood needed to change (NWB03).

"CITIZENS RAISED THE ALARM, COMPLAINTS CAME IN – CITIZENS DID NOT FEEL SAFE ANYMORE IN THEIR HOMES" – NWB03

The majority of the housing in the neighbourhood was property of Woonplus, and with the need for renovations, they were an essential party in the regeneration project. At the same time, to be able to change their housing stock, the housing association needed to collaborate with the municipality of Schiedam, as they own the land rights and public space. Before the project officially started, there was already an agreement between municipality and housing association to redevelop the neighbourhood. Following this agreement the municipality and housing association together decided that a private party was needed to develop this rather large project in an integral way. They needed the knowledge of the private sector for both the building process and the citizen participation process (NWB04).

ERA Contour was previously involved in another selection procedure of Woonplus. ERA Contour did not win the selection at that time, but after an evaluation of that selection process, Woonplus and ERA Contour agreed that it would be interesting to collaborate in another project to experiment with different approaches of starting a project. (NWB01) The Wetenschappersbuurt seemed like a fitting project for this approach, and based on an invitation from Woonplus, ERA Contour joined the project team. The choice for a developing market party was underlined by the desire to differentiate the housing stock of the neighbourhood with homeowner-occupied housing –

which would need to be developed by ERA Contour (NWB 03).

Due to ERA Contour's experience with citizen participation and the aim for an experimental project start, the three main stakeholders decided that they wanted to use citizen participation as basis for this neighbourhood regeneration by involving current citizens and let them appoint problems and their vision to start the project (NWB01, 02).

The different stakeholders shared their desired approach to the project. Although the approach was shared, they differed in their main objectives. Figure 23 shows an overview of their respected objectives.

When ERA Contour joined the project team, an intention agreement was signed at the beginning of 2014, by the three parties. In this document goals, responsibilities and costs for this vision were aligned and divided. The main approach was to start from zero and involve citizens at this very early stage, and

continue shaping the vision based on this input (NWB 02). The intention agreement mentions three shared main goals for the project:

1. Realise a new living environment and housing stock in the Wetenschappers neighbourhood, a place where citizens desire to live – now and in the future.
2. Carry out research for a profitable investment in home-owner occupied housing and social housing, with a net positive result for the land, the construction, and the real estate exploitation.
3. The development, realization and sale of the social housing and free sector houses will commence during different phases.

The project goals can be interpreted as spanning both the tangible and intangible domain, with a focus on realizing housing and an overall new environment, while at the same time the citizens must feel a desire to live in the neighbourhood for a longer period of time. The aim for a long-term desired neighbourhood could be seen as an indication towards a socially sustainable neighbourhood, however the goals remain too vague at this point in the collaboration
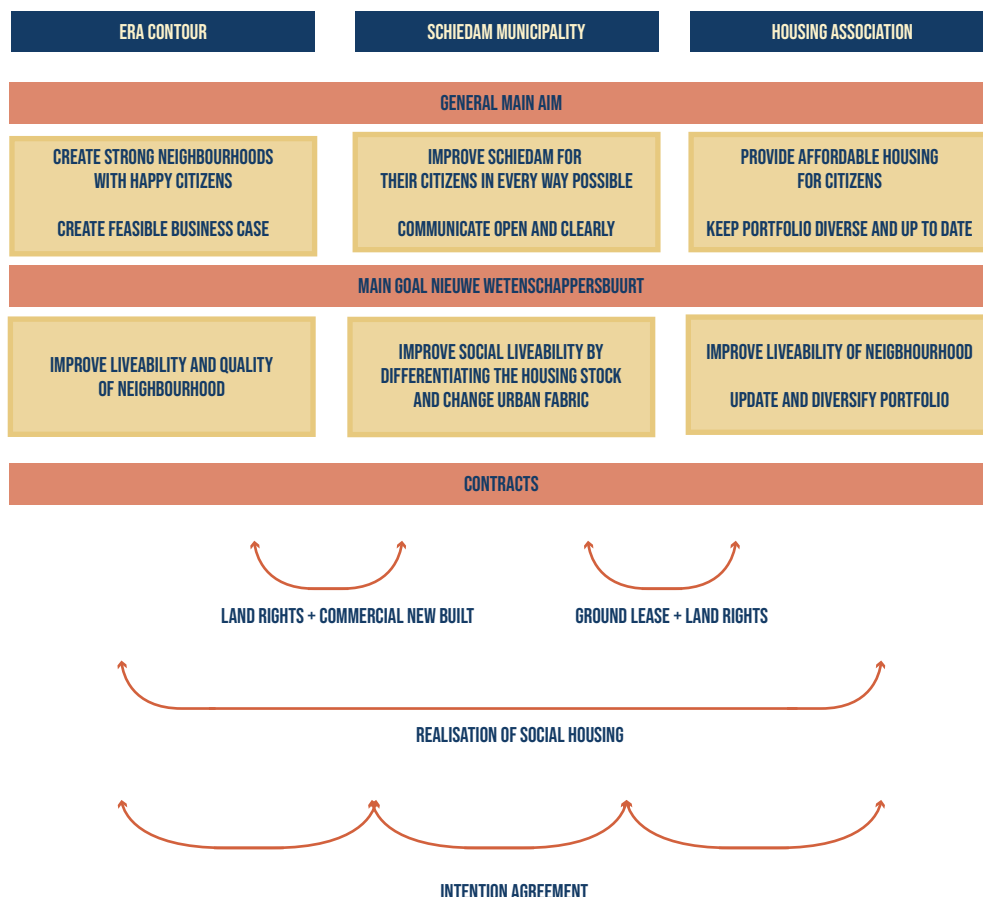
Figure 23. Stakeholder objectives Schiedam Nieuwe Wetenschappersbuurt (Own Figure, 2023)

to be certain. With the completion of the vision they become more defined.

In this collaboration, ERA Contour was responsible for the approach of the vision, and with that the citizen participation process. Even though ERA Contour led the participation process for the vision, the work load during these activities was spread out between the parties (NWB 01 03). As the three parties worked so closely together, they aspired to act as one team towards the neighbourhood. This was most apparent in public events, such as the participation process, and during meetings with the citizens or citizen organisation.

Even though the parties shared their common goals and vision for the neighbourhood, they were additionally bound to their commitment by legal contracts (NWB 02 03). The municipality and Woonplus shared a contract concerning the ground lease and the land rights – Woonplus and ERA shared a contract concerning the realisation of the social housing units – and the municipality and ERA shared a contract concerning the commercial new built and ground rights. They built in freedom in the contacts to be able to collectively respond to market changes and common challenges, sharing the responsibility and associated actions for this (NWB 03). The process of laying down a contractual framework was intensive, as all that had been discussed now had to be legally put down. The combination of strict agreements and shared flexibility was deemed a great start for the project and collaboration, as all the commitments to each other were laid down in the contracts, the parties felt free to fully focus on the execution.

"YOU NEED TO CREATE AN ENVIRONMENT WHERE STAKE-HOLDERS WANT TO GO THE EXTRA MILE FOR A COLLABO-RATIVE PROJECT, APART FROM THEIR OWN ROLE"- NWB02

There was no needed alignment for the project goals, as the overarching goal of changing and improving the neighbourhood was clear for all stakeholders. The data from that period of time underlined this goal for all stakeholders. Later in the project, any differences in objectives and goals were solved together with the whole project team. Even though some decisions were difficult they were made in harmony (NWB 01 03). NWB01 mentions a disagreement in the decision for the demolition or renovation of tenement flats between ERA Contour and the municipality. After

a discussion, the parties came to an agreement to change the urban plan and renovate instead of demolish – a big change. These differences and discussions are interpreted by the project team as an inherent part of the collaboration, and not a bad aspect as the collaboration was based on respect and trust between parties. There was attention for each other's different project goals during discussions, while at the same time the ultimate goal of the regeneration brought the parties always back together (NWB03 04). The keywords used in the interviews to describe the collaboration are transparency, honesty, openness and trust.

"SOME DECISIONS WERE A HARD NUT TO CRACK, HOWEV-ER THIS IS A FUNDAMENTAL PART OF A PROCESS: SOME FRICTION IS INEVITABLE" - NWB01

"THERE WAS TRUST AND RESPECT, EVERYTHING WAS PUT ON THE TABLE." - NWB03

This relationship based on trust seems to have supported the experimental approach. With the open and honest approach of the stakeholders, everything could be discussed in a respectful manner. Even now, when interviewees talk about the process, they seem proud of the collaboration, that as a project team, such a new approach for all parties was explored in great team work.

LESSON LEARNED

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

2014 - CITIZEN PARTICIPATION

After the intention agreement was signed, ERA Contour took initiative in organising the citizen participation process. With room for experimentation and new ways of working, the citizen participation process reflected this mainly with the chosen target audience. The goal was to gather information about areas of the neighbourhood, an overall feeling, and to get specific ideas and actions to transform the neighbourhood into an improved new area that suited Schiedam Oost (NWB01 02 04).

Participation activities
The plan was to start the participation process by involving the local children. This had a clear goal: to avoid a spiral of negative commentary about (previous) actions of the municipality and housing association. This negative spiral had been experienced before and prevented the participation from being a process where useful information is gathered. By listening to the children, with their unique outlook on the neighbourhood and public space, the project team aimed for fresh useable input. Additionally, the idea was that the project would be accepted and supported by the citizens when the basis for it had been put down by 'their' children. This acceptance of the vision, and usage of the ideas to dream and design together with other neighbours

was intended to help social cohesion (NWB04). The sessions with the children was followed by a general session with the adults of the neighbourhood, to get their ideas and input as well. (NWB 01) This session was interactive, and enabled the adults, including parents of the children, to reflect on the children's view of the neighbourhood. The interpretation of this was directly translated to the neighbourhood vision (ERA Contour, 2015).

"YOU WANT A PROJECT TO BE ACCEPTED BY A NEIGHBOURHOOD, THAT COULD IMPROVE SOCIAL COHESION" - NWB04

The participation plan was carried out, and in March 2014 the first round of participation commenced. This session consisted of a walk through the neighbourhood – with the project team and the local school children. This walk was used to ask the children questions about different areas in the neighbourhood, and at the same time let the children interpret the neighbourhood and tell their stories (ERA Contour, 2015). Consecutively, there was a short workshop where the children could put all their stories on board that showed a map of the neighbourhood, reflecting on their walk (NWB 01).

Figure 24. Neighbourhood children during their walk with ERA Contour (ERA Contour, 2015)

The last activity of the day, was drawing a map of your perfect house. This was not direct input for the vision, but it did give the project team a perspective of the housing typology the children would prefer. The second round of participation was set up the same as the first one, but children from the municipal children's council were involved.

The input generated by the sessions deemed very valuable and met the goal of preventing a negatively spiralling conversation. The main valuable conclusions from the sessions with the children were concerned with feelings of unsafety, the abundance litter in the neighbourhood, a lot of cars in the neighbourhood, no eyes on the street, unsafe and hidden playgrounds where drunk people resided. Lastly, the children thought that the present water structure was great, but too dirty to actually use (NWB 01).

The input of the children was directly incorporated into a preliminary vision. This collaboration with citizens leans towards the concept of co-creation. However, the main distinction is that the professional parties were not bound by the input of the children, and chose to incorporate the ideas based on their chosen project approach. The level of influence of the children can be interpreted as a crossover of advising and co-creation, where the power is kept within the professional project team.

The first sketch vision embodied two main ideas: to changes to current road structure to a ring road around the neighbourhood and changing the structure of the neighbourhood in such a way that the main greenery and playgrounds would be inside the neighbourhood, instead of around the neighbourhood edge. This idea of changing the structure of the neighbourhood was not the preferred idea of the municipality (NWB01), but was still taken to the third resident session. With this idea, ERA Contour continued on the issues raised by the children. Therefore the design was intended to improve the feeling of safety, decrease car use, improve ownership of the environment (less litter, eyes on the street), and would add to the quality of the greenery and safe playgrounds.

In the third participation session, current citizens of the neighbourhood, local citizens, local businesses and the organized resident organisation were all invited to take part – around 40 people took part in this session. The session was an open dialogue to gather input on the first sketch vision for the new neighbourhood.

As the design was based on the input of the local children, the ideas were met with enthusiasm and curiosity as to why the children had pointed out certain issues. Input was taken into account, and practical ideas were met with enthusiasm from the project team (NWB 01 02). As an example, a resident came up with the idea to realize a pedestrian bridge across the water structure, instead of having a car bridge. This idea has indeed been realized in the actual project, and is a tangible example of the fruitful participation.

"THE BRIDGE IS A BEAUTIFUL EXAMPLE OF THE PARTICIPATION PROCESS – A LOT OF EFFORT GOES INTO CREATING A VISION AND TALKING TO CITIZENS, SOMETIMES IT IS UNCLEAR WHAT THIS ADDS TO THE PROJECT. IN THIS PROJECT, IT IS VERY TANGIBLE" - NWB01

LESSON LEARNED

CREATIVE APPROACHES TO CITIZEN PARTICIPATION CAN PREVENT UNNECESSARY DISCUSSIONS

In all the sessions, all parties of the project team were present. This presented a united front (NWB 03) and helped to form a strong common goal and drive (NWB 01 03). As an added effect, all stakeholders being present in session three sparked an enthusiasm within the whole project team for certain citizen ideas and the whole project – determining a high energy for the project (NWB 01 04).

"THIS [CLOSE COLLABORATION] REFLECTED TOWARDS THE CITIZENS, WE WERE SEEN AS A UNITED PARTY" - NWB03

With this high energy, the professional parties were more inclined to change their original ideas and plans. An example the ambition to change the neighbourhood structure, and with that the building lines and roads. The third participation session helped convince the municipality that this change would contribute to a better plan, and the municipality even decided that with the change in structure, they would renovate the underground infrastructure in the neighbourhood as well, making the best of the opportunity (NWB01). The same can be said for the idea of the bridge, the enthusiasm of the citizens embedded the idea into the project, causing it to be realized.

After the three sessions, the citizen participation would shift to the representation of the Citizen Organisation Schiedam Oost. This party joined different project team meetings and delivered input on the plan (NWB 04). More on this involvement is explained in the realization phase.

Just like the two sessions with the local children, the session with the neighbourhood adults can be interpreted as a crossover between advising and co-creating. The professional parties stayed in charge the whole time, but the citizens were free to offer their suggestions and these were taken to heart and implemented.

LESSON LEARNED

A HIGH LEVEL OF PARTICIPATION INFLUENCE STIMULATES THE PROJECT ENERGY

Invitation
For the participation sessions with the children, the school and the municipal council were contacted directly and the participation could quite easily be scheduled. For the third session with adult citizens, flyers were distributed throughout the neighbourhood and existing social networks in the neighbourhoods were used to spread the word. Additionally, through the involvement of the children, their parents were aware of the participation process and were invited to the third session (ERA Contour, 2022).

2015 / 2016 - THE VISION

The third participation session generated a lot of input and feedback to structure and finalize the vision. It became apparent that both the hard elements, neighbourhood experience, and the citizen attitudes contributed to the problems encountered (NWB 04). This was especially noticeable when citizens talked about the public spaces and the anonymity of the tenement flats, in relation to feelings of safety and ownership of the neighbourhood (NWB 01 04). These issues were also raised by the children, albeit through different perceptions, and were visible in neighbourhood research results.

From this different input, ownership of the neighbourhood became the overarching main goal (NWB 01 02 04). The project team was convinced that with an increase in the feeling of ownership, the public spaces would be used, social networks would be established, litter would decrease, and the neighbourhood would overall become a safer place.

The vision was structured following the themes of the citizens, public space, living, and facilities. These themes included the most pressing issues, following different analyses of the professional parties and their goals, and the input of the participation process. Following these four themes, the most essential goals could be determined: feeling of ownership of the public space, '*tuindorp*' (garden city) building characteristics, strengthen the greenery and water structures, ground level oriented and proud neighbourhood, a healthy and strong neighbourhood, and resident differentiation. (ERA Contour, 2015)

The vision, accompanying documents, and interviews bring other, more subtle goals to light that underline those essential goals fronted in the vision:

- Inclusive neighbourhood with a healthy balance between citizens who can 'carry' the neighbourhood, and citizens that are in a more dependent position
- Focus on social development and the housing career of neighbourhood
- Child friendly
- Green
- Strengthen socioeconomic status of citizens
    Through a mix of rental and ownership
- Strengthen neighbourhood image
    Focus on quality to improve physical elements associated with safety to improve the image
- Future proof
- Change housing stock (dilute to about half of former stock)
- Decrease feeling of unsafety
- Decrease clutter on the streets
- Combine living and working (small local shops)

Additionally, the municipality of Schiedam had their own vision for the overall municipality in 2030. These vision goals were added to the goals of the Nieuwe Wetenschappersbuurt, which caused no friction as the goals were almost interchangeable. The municipality determined that their neighbourhoods needed to include clean and safe public spaces, houses should be lifetime resilient and there need to be a focus on social development of citizens.

These goals were all translated into a new design. The neighbourhood consisted of mostly tenement flats owned by Woonplus – with the exception of two tenement flats, these would all be demolished and single family homes would be built. The existing owner-occupied homes were excluded from the design and actions. With the choice for single family homes instead of tenement flats, the total amount of housing in the neighbourhood was decreased by almost half.

The two tenement flats that were not demolished, underwent a full renovation in an uninhabited state. The structure of the neighbourhood changed to realize

Figure 25. Neighbourhood vision Wetenschappersbuurt (ERA Contour, 2015)

more greenery inside of the neighbourhood, instead of the outskirts. And lastly, the main car infrastructure was moved to the outskirts of the neighbourhood, making the inside of the neighbourhood more cyclist and pedestrian friendly. (ERA Contour, 2015) With front doors and windows at street level, the feeling of ownership was expected to increase, and with this, the other socially related goals (NWB 01 02 03 04).

"OWNERSHIP OF THE PUBLIC SPACE NEEDED TO BE REALIZED THROUGH THE BUILDING TYPOLOGY" - NWB01

"INCREASE IN SOCIALLY RELATED GOALS IS A COMBINATION OF NEW CITIZENS, THE BUILDING TYPOLOGY AND THE RELATION WITH THE PUBLIC SPACE" - NWB04

When regarding the several goals of the vision, there is a clear combination between tangible, intangible aspects, and a change in resident mix – much in line with the social sustainability distinction of Shirazi & Keivani (2019). However, the term social sustainability was not named in the project goals. Any aim to realize social sustainability aspects were done so, without using this exact term. When comparing the project goals to the social sustainability aspects and associated variables and indictors, links can be made. There is overlap with the tangible variables of density, mixed land use, urban pattern, building typology; intangible of social equity, safety, sense of attachment, participation, quality of neighbourhood, quality of home; and population profile in general. All these variables are aimed to improve in the vision.

After the vision was completed, an architect was chosen. In this decision, the children and the group of the third session were involved, closing the feedback loop (NWB 01). The architects in the selection procedure had to present their plans to the children of the same grade that were involved in the first session. This forced the architects to really connect to their audience, and therefore to the neighbourhood, in their presentation. By doing so, the project team was able to choose an architect that really knew how to connect to their project – an important characteristic in a project like this. The resident organisation had a voice in the ultimate decision for the architect, which felt natural to the project team, as they believed that (surrounding) citizens should be able to feel ownership of their environment (NWB02).

In 2016 the municipality officially approved the plan and the realisation phase started.

"IF THE GOAL IS OWNERSHIP OF THE PUBLIC SPACE – WHERE DO YOU EXPERIENCE THIS AT BEST? WHEN YOU WERE PART OF THE CREATION OF THAT PUBLIC SPACE!" - NWB01

LESSON LEARNED

CITIZEN PARTICIPATION CAN CONTRIBUTE TO ITS ASSOCIATED BENEFITS E.G. FEELINGS OF OWNERSHIP AND PROUDNESS

2016-2021 - EXECUTION

This whole development took place between 2016 and 2021 (NWB 02) – this spans the time between the first demolition works to the delivery of the last house.

This timeframe marked a different approach concerning citizens: the current citizens had to move out.

As the regeneration of the neighbourhood (and especially the demolition and new built) meant that most of the current citizens had to move home, they needed to be assisted in the process, and their worries and desires needed to be heard and met where possible (NWB 03). This was the task of the housing association, and can be seen as a different track of citizen participation. As some of the tenants had lived in the neighbourhood their whole life, had family there, and were attached to their neighbourhood and network, the moving to another neighbourhood was an emotional process. Therefore, the transition to a new home needed to be as easy for the tenants as it could be.

This process started as soon as it became known that the dwellings would be demolished. The main focus of this participation was to support the citizens in their moving process, upkeep the liveability of the neighbourhood during the regeneration, and to support citizens who lived through demolition and construction all around them. Only after the last citizens had moved home, this process was completed.

Different than the participation actions of ERA Contour to shape the neighbourhood vision, this participation focussed on close personal contact, as the issues encountered were highly specific and personal. This approach was accompanied by newsletters, where moving home would be advertised as a positive change, and opportunities for meeting professionals would be communicated (NWB03). The main way to establish the support needed was to show that the professionals were listening and actively searching solutions for personal problems citizens might be having. Additionally, the process was characterized by expressing sympathy for the citizens. Actions of this approach were seen in a small museum of the neighbourhood, which contained pictures of events throughout the years, and an active group of citizens who could ventilate their worries in meetings with professionals (NWB 03).

These actions, accompanied by the promise to citizens to be able to move to a better / bigger home made this process manageable. With the change of housing for the citizens, and climbing in their housing career, their wellbeing was intended to be increased by these tangible improvements (NWB03).

With the start of the realization, the citizen participation process concerned with actively involving citizens in shaping the plans came to an end. The only actions that can be associated with participation is the involvement of the citizen organization in some of the project meetings, and their attendance during celebratory moments, e.g. opening of the bridge.

"AFTER COMPLETION OF THE VISION AND WITH THE START OF THE REALIZATION, WE COULD HAVE AND SHOULD HAVE DONE MORE [CITIZEN PARTICIPATION]" – NWB01

During the process of the demolition and construction, the citizen organization began to slowly fell apart as citizens moved out of the neighbourhood, and others lost interest (NWB 04). The neighbourhood was in transition at this time, former citizens were moving out and new citizens were moving in. This caused the resident organization to lose it representation as well as their original motivation. As of right now (2023), the citizen organization ceases to exist.

Updates and progress of the realization of the project were communicated to citizens and others by newsletters (NWB03), and through the project's own website. This communication strategy was created to gather more ideas and wishes from citizens, and to give the project a certain degree of liveliness (ERA Contour, 2015). The different media had different approaches. In the newsletters, the current citizens were informed and even shown that one could be happy once you had moved to a different neighbourhood. The project website from ERA Contour was more concerned with the end result of the project, and attracting and updating new citizens.

2021 - CURRENT STATUS

As of right now (2023), the Nieuwe Wetenschappersbuurt is completed, and the last house was delivered in 2021.

Interviewees express that it is hard to determine whether social goals have been met (NWB 02 04), and the question arises how this can be measured. Almost all citizens of the neighbourhood are new citizens – this excludes the homeowners of the houses that were not part of the regeneration - and only two renters returned to the renovated tenement flats. From a resident perspective (NWB 05) it seems that social problems are still present, however, less than before. It is mentioned that crime and drug nuisance are still present, and that the new citizens live separate lives behind their front doors, not frequently engaging in neighbourly contact. The local police adds that the neighbourhood is generally quiet, anonymous, and apart from drug dealing there are no structural big problems. The aspects, both negative and positive, associated with the volksbuurt disappeared with the regeneration. People do use the public space for its intended use, mostly children playing, but shy away behind their front door at the same time. Could it be said that the social networks might have been stronger before the regeneration? The strong community did contribute to former structural problems in the neighbourhood. This resulted in the choice for the project team to start the development in the area where the community was present, deliberately starting with splitting up this. However, the strong networks were a safety net, and day-to-day reality of the citizens that were a part of these networks.

The conducted surveys for this research show a mixed interpretation of the experience in the neighbourhood. Citizens indicate to know their neighbours and speak at least weekly to them and offer support if needed. The facilities are satisfactory and the connection to inner city is rated highly. Citizens feel neutral to positively safe in the neighbourhood, however not everywhere and mainly not at night. When regarding the neighbourhood and feelings towards it, citizens are divided if they are at home/feel proud/want to move, or experiences the negative counterpart of these feelings. Citizens know about initiatives and problems but do not participate. The divided experiences show again in the experience of the neighbourhood, and the housing. What citizens do agree on, is the fact that the neighbourhood is not clean and that their houses are their qualitative private spaces.

From the observations of the neighbourhood being quiet and anonymous, while at the same time there is some degree of neighbourly contact, it could be said that this neighbourly is either shallow and sparce, and/or is only occurring between specific neighbours and not all throughout the neighbourhood.

When reflecting on the project, all interviewees (NWB 01 02 03 04 05) mention that the involvement of the current new resident could have, and should have been done. The citizens at the time of the creation of the vision were heavily involved on a high level of participation. However, when the vision was done, the architectural plans were drawn, the project commenced in a far more traditional manner (NWB 01). The municipality was in the end the party that chose a landscape architect to draw up the public space, following the vision, and there was no resident involvement in that process (NWB 04). The involvement of the former citizens did help these citizens feel like they could help design a neighbourhood that actually improved, and that fitted in the area (NWB 03 04). This process, alongside the participation process of moving the citizens, helped in the overall displacement of the citizens and them being able to say goodbye to their homes and neighbourhood (NWB 03).

With ownership as the main goal of the project, citizen participation was a great opportunity to realize this goal. Ownership of a project or an environment is listed as one of the possible outcomes of a participation process. During this project, this outcome could have only been realized with the former citizens, as this group was part of the participation process. However, the new citizens who are fundamental to achieving the project goal were not included in the participation, missing out on creating a feeling of ownership.

The main goal for the neighbourhood has therefore been achieved in the physical domain: single story homes, doors facing the collective space, less cars, more greenery, mix of citizens, all contribute to safety and trying to force a feeling ownership. This new housing typology seems to be the main incentive to realize the socially related goals. With the choice of not involving current citizens, the main goal is not supported in the intangible domain, within the sentiment and social structures of the neighbourhood.

With the quietness and expressed anonymity (NWB 05 06) of the neighbourhood, the question arises whether ownership of the neighbourhood has been realized at all. ERA Contour noticed during their party in September 2022 that most neighbours

seems to know one another, and almost felt like an outsider during the evening (NWB01 02). This contradicts the statements made by the citizens and the neighbourhood police about the anonymity and quietness. However, an one-time event seems less representative for the neighbourhood than a continuous impression or day-to-day trend.

Only at one point, after the main citizen participation process, new citizens were involved. This was during the allocation of new renters by the housing association, just before completion of the project. In this process, new citizens accidentally were brought together. There were allocation meetings scheduled where all renters from the same block had to come to at the same time – from a perspective of efficiency and effectiveness. However, when these people met they immediately began to exchange phone numbers and seemed glad to meet their neighbours (NWB03).

"THE COLLECTIVE MEETING WAS ORGANIZED FROM A PERSPECTIVE OF EFFICIENCY AND EFFECTIVENESS, BUT SEEMED TO HAVE A POSITIVE INFLUENCE ON THE COHESION" - NWB03

With this unintentional meeting of new neighbours, the question arises: who is responsible for project goals? Municipality and housing association have a natural responsibility for their property, the developer has a responsibility for their project but does not necessarily have to feel this responsibility for any other goals than real estate development. When a developer feels responsible for social goals, it most likely originates from a moral responsibility, not from a financial driver. (NWB01)

In a collaboration, parties often share their responsibility, this was also the case in this project. However, not all parties had the same task. The municipality had the main task when aiming to improve liveability through the public space and feelings of safety, as the housing association and developer cannot influence the presence of e.g. drug dealers and homeless people. The housing association only had a signalling role in this, as they could pass through any complaints from their tenants. Additionally, the housing association has the opportunity to look behind (usually) closed doors of their citizens, and become aware of, and support, citizens who struggle with problems (NWB03).

"A NEIGHBOURHOOD CONNECTION WITH NEW CITIZENS IS GENERALLY EASIER, THESE PEOPLE FEEL MORE QUICKLY AT EASE, AS THEY DELIBERATELY CHOSE THIS NEIGHBOURHOOD TO LIVE IN" - NWB04

At this moment (2023), the original project team has gotten together to combat a few problems that were raised during the neighbourhood party in September 2022. One of the aims of this reunion is to try and restore that mistake of not involving the new citizens in decision making. Doing this now, this will hopefully strengthen the social networks (NWB01 02 03 04 05). This renewed collaboration is an example of the shared responsibility for the project goals.

"YOU WANT TO CARE FOR YOUR OWN PROJECTS" – NWB02

"THERE IS AN MORAL OBLIGATION TO THINK ABOUT WHAT YOU CAN STILL CONTRIBUTE UP TO A CERTAIN DEGREE. WE CANNOT LIMITLESSLY INVEST MONEY IN THE PROJECTS. EVEN THOUGH WE HAVE OUR HEART IN THE RIGHT PLACE, WE ARE NOT A PHILANTHROPIC ORGANIZATION. " - NWB01

LESSON LEARNED

CITIZEN PARTICIPATION WITH NEW / FUTURE CITIZENS IS NEEDED TO IMPLEMENT THE SOCIAL GOALS OF A PROJECT

LESSON LEARNED

TO ACHIEVE THE PROJECT GOALS A COMBINATION OF TANGIBLE AND INTANGIBLE ASPECTS ARE NEEDED

5.3 UTRECHT OVERVECHT NOORD

Figure 26. Utrecht Overvecht (DUIC, 2021)

Overvecht is a neighbourhood situated in the northern part of the city of Utrecht. This large early post-war neighbourhood is characterised by its typical CIAM structure of high-rise buildings and large areas of green. However, the neighbourhood is also known for the accumulation of socioeconomical problems. This chapter focusses on the northern part of the neighbourhood, where in the past many participation initiatives have been organised to come to a new plan for this area. To share expertise and collaborate on these different projects, a consortium of different parties came together in 2018 – developers, investors and housing associations that together own 80% of the housing stock in Overvecht Noord. The parties within the consortium, the *Werkplaats*, share the goal to work towards a better future for Overvecht. To reach this goal, all parties committed to the neighbourhood for the coming 20 years. Currently, the consortium is restarting the process of their ambition document *Pluk er de vruchten van*. This chapter describes the characteristics of Overvecht, the overall process that is happening right now, the citizen participation process in the past and the plans for the new development, and accompanying goals and vision.
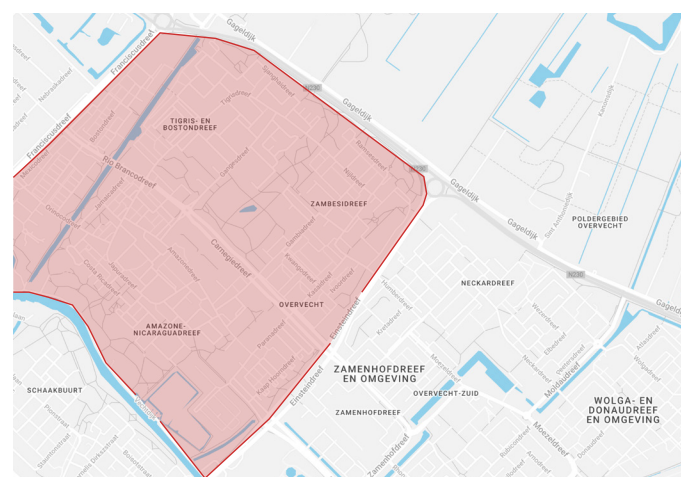
Figure 27. Location of Utrecht Overvecht Noord (Own Figure, 2023)
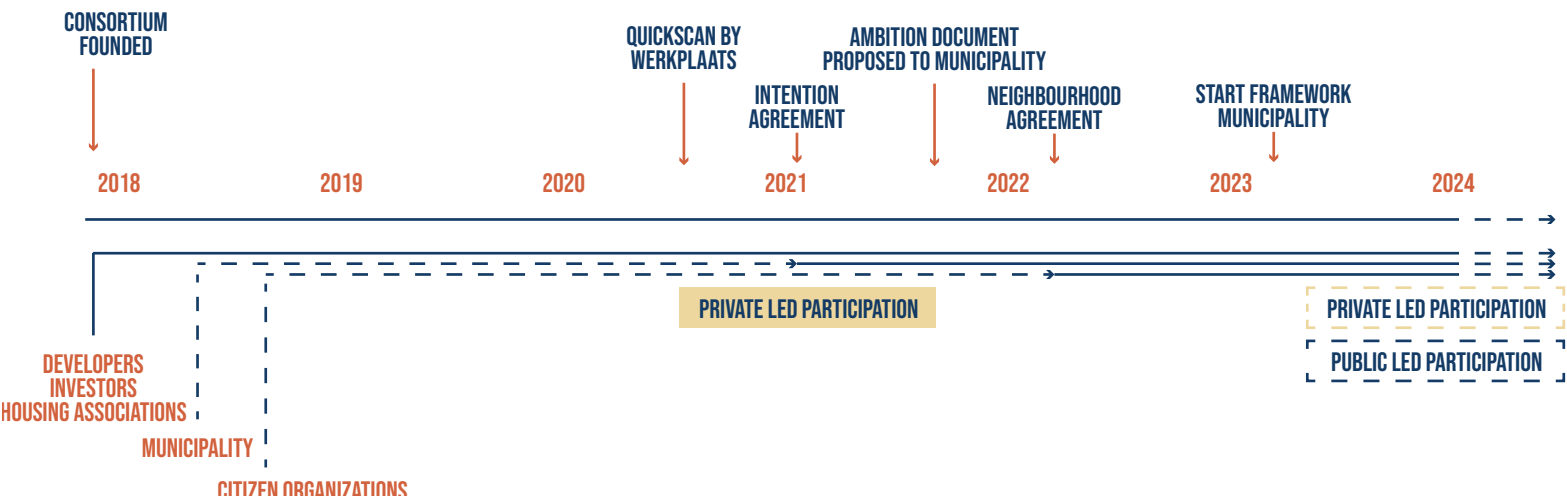
Figure 28. Timeline Utrecht Overvecht Noord (Own Figure, 2023)

Following the timeline of the project (Figure 28), different aspects and phases are explained in the sections below. The neighbourhood characteristics give insight in the problems and incentives to start a development. This first development and the founding of the consortium between 2018 and 2021 is explained in detail, and afterwards the recent history between 2022 and 2023 is regarded. Lastly, the current status and future of the project is set out.

CONTEXT OF THE CONSTRUCTION SECTOR AROUND 2018 TO 2023

The context of Overvecht differs greatly from the context of the Wetenschappersbuurt in Schiedam. In the ten years that passed between the two projects, the housing market changed quickly. Due to the hard hit the crisis had on the construction market the build of houses decreased. After the financial crisis passed, the population of the Netherlands grew exponentially, and the trend of households getting smaller in size continued. Alongside great environmental ambitions, compromised positions of mid-sector renters, a need to focus on social goals in neighbourhoods, and lack of special elderly housing – the housing market as of today is under great pressure. The focus now lies on the realization of new dwellings, to accommodate different problems across the physical and social domain. These developments need to be realized mainly in inner city areas. The central government tries to boost housing development, but the responsibility remains with the local governments. (Boelhouwer & Van Der Heijden, 2022)

With the renewed focus on including citizens, and local government responsibility, the municipality of Utrecht has an array of different visions and documents for the whole city and different neighbourhoods. These documents will be regarded in the different sections, and these documents shape the project in different ways.

Lastly, it should be noted that the project is politically charged. Due to the many visions of the municipality, the delicate situation in Overvecht, and the many ties of the resident organizations with the municipality, politics are a dimension that need to be taken into account.

≤ 2018 - 2023 NEIGHBOURHOOD CHARACTERISTICS

Overvecht was built shortly after the war, and follows the traditional CIAM architecture ideals – which translates to high rise buildings, large amounts of greenery, and a monofunctional character, except from the occasional local shop (UON 06). When the original middle-class citizens from the 1960s moved out to towns surrounding Utrecht, the area became less popular and people who had a lower budget moved into the neighbourhood. This group often had to deal with an abundance of social problems. This movement spiralled out of control, to the point where nowadays the neighbourhood is notorious for its unsafety, crime and the low socioeconomic status of its citizens (UON11). The problems in Overvecht are urgent enough for the neighbourhood to be part of the new *Nationaal Programma Leefbaarheid en Veiligheid* (Neighbourhood Liveability and Safety

national government program) (Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, 2022).

As of today, the CIAM structure is still visible in the urban fabric of Overvecht through both the high-rise buildings, and the large and wide green structure, which are both great assets of the neighbourhood. It is even said that the neighbourhood could be regarded a monument, because of this traditional CIAM structure (UON 06). At the same time, this large amount of public space and greenery is perceived as anonymous and not of quality, contributing to a feeling of unsafety – half of the citizens feels unsafe at times (FLUX Landscape Architects et al., 2021; Gemeente Utrecht, 2023). The other half does feel safe, this outcome is general in line with the survey results, were 60% percent feels safe. In the survey, the greenery is also perceived as a quality of Overvecht.

Based on interviews (UON 02 03 06 08 11) and analyses from the Gemeente Utrecht (2019) different challenges of the neighbourhood come to light. The neighbourhood experiences youth problems (aggressive behaviour, unsupervised teens), drug criminality, havoc/destruction to buildings, aggressive behaviour from all ages, neighbourhood pollution, distrust towards public services, government, and police. A lot of citizens are vulnerable: single household elderly, non-western citizens with low literacy, last-chance policy citizens, anonymous citizens, elderly in general, and victims from several crimes.

The ambition document *Pluk er de vruchten van* (ERA Contour & Mitros (Woonin), 2021) describes additional challenges in the neighbourhood. There is a solid basis of feeling at home in the neighbourhood, however this exists alongside a feeling of unsafety at night and little to no contact with neighbours, other than greeting each other on the street – this last aspect is underlined by the survey, showing mainly that citizens know each other's names and offer help if needed, but no additional contact. Some respondents have friends in the neighbourhood. Existing social networks are found mainly within families, or are related to religion. Networks between neighbours manifests itself around playgrounds and sport facilities. The survey shows that citizens generally do not partake in resident activities if there are any. UON10 explains that the neighbourhood overall lacks in contact between neighbours. Neighbours do not talk to each other, and are occupied with their own day-to-day life.

The lack of contact between neighbours is a result of the problems mentioned by the interviewees and the municipal report. As it is expressed in *Pluk er de vruchten van* (ERA Contour & Mitros (Woonin), 2021), when citizens are occupied with day-to-day survival, there is little room to be concerned with neighbourly contact.

The neighbourhood police (UON11) urges that the problems in the neighbourhood are abundant and involve very heavy crime. The neighbourhood has been negatively spiralling for over twenty years, dealing with crime, drug use, severe poverty, (domestic) violence, and sheltering vulnerable groups e.g. refugees, crime/violence victims, psychological patients and drug addicts. The problems are often easily seen as 'a general pile of problems', but the extent of the problems should not be underestimated.

Additionally, the life expectancy of people in Overvecht is 15 years lower than other neighbourhoods in Utrecht (Volksgezondheidsmonitor, n.d.), the unemployment rate is twice as high as the city average, whereas the income is only a third of the city average (UON 06).

Interestingly, some citizens are unaware of the scope and diversity of the problems present in the neighbourhood. They seem to live in a bubble, not realizing that their neighbours might be struggling to get to the next day, whether that is financially or emotionally.

"WHEN YOUR MAIN CONCERN IS WITH CYCLISTS IN THE PARK, YOU ARE BLISSFULLY UNAWARE OF THE MANY AND URGENT PROBLEMS IN THIS NEIGHBOURHOOD"- UON11

2018-2022 CONSORTIUM WERKPLAATS, FIRST PROPOSAL AND NEIGHBOURHOOD AGREEMENT

To fully understand the process of what is happening nowadays in the area, it is necessary to look back at the development history of Overvecht Noord, and later in detail the history where ERA Contour has been involved.

Before the *Werkplaats* came into play, the neighbourhood of Overvecht was the focus point of many different visions and aspired developments – none of which happened, but they do contribute to the sentiment in the neighbourhood towards developments and the professional parties. At the beginning of the century, the idea was to fully demolish the neighbourhood and start again from zero (UON02). Later on, there was an additional plan to build all new housing throughout the central greenery of the neighbourhood (UON09). Another event that negatively influenced the relationship to professionals was the abolishment of municipal neighbourhood councils that had direct ties with the municipality. One of the resident organizations stems from this former neighbourhood council, and the organisation is still coming to terms with less influence and less budget for their activities.

General project history
The neighbourhood of Overvecht as a whole has been in discussion for a while, and plans have been ever changing. With only the general vision of *Samen voor Overvecht* (Gemeente Utrecht, 2019b) for the neighbourhood, and no specific outlines for development, market parties have been free to make plans. Market parties did see opportunities throughout the last years for development, and many different projects have been attempted. Due to the different difficulties, only few managed to develop their visions into actual realizations (UON 02). Overvecht is a neighbourhood with a complicated context, and it is not a neighbourhood where easily a profitable real estate development is realized (UON01).

In 2018, a consortium was founded to align projects, goals, and visions for the area of Utrecht Overvecht Noord (UON 02 05 06 08). At that time, different developers, housing associations and investors were active in the area and worked on different projects. They decided that working together to improve the neighbourhood would have an integral and greater impact. This consortium is called the *Werkplaats*. The *Werkplaats* consists of a total of 10 different parties, which all have committed to the broad neighbourhood developments (physical as well as social) for the

coming 20 years. (Werkplaats Overvecht, n.d.)

> **"IT IS THE MUNICIPALITY THAT NEEDS TO HAVE A VISION FOR THEIR CITY AND GUIDE THE REST OF THE PARTIES THERE, YOU DO NOT WANT THE MARKET TO GET INVOLVED IN THAT. HOWEVER, WHEN THE MUNICIPALITY LACKS IN THAT VISION, THE MARKET WILL STEP IN!" – UON02**

The market parties made a quickscan start-up document for Overvecht, showing their long-term vision for the neighbourhood. The *Werkplaats* presented this to the municipality, which responded well to this proposition. An intention agreement was signed following the proposal in 2021, to underline the collaboration and exploration of the potential of the neighbourhood.

This agreement marked the start for a more in-depth exploration of the neighbourhood and possible developments (UON02). Two collaborative projects within the *Werkplaats* were set up. These two collaborations both consisted of a developer and housing association and explored the possibilities of urban regeneration in Overvecht Noord. In the end, the two collaborations have been merged to form the ambition document *Pluk er de vruchten van* (ERA Contour & Mitros (Woonin), 2021). This was done as the two locations were adjacent to each other, and with the idea that a larger area development would contribute to a greater positive impact in Overvecht Noord.

The ambition document was created with a lot of input from citizens, and in collaboration with the municipality after the initial start document. After completion, the document was presented to the municipality of Utrecht, as an unsolicited proposal for development. The ambition document received critical as well as positive feedback. However, the municipality lacked a framework to properly judge the urban design proposal. This is why the project is now restarting: the municipality is creating their framework (*omgevingsvisie*), while the *Werkplaats* renews their initial ambition document.

Lastly, with this momentum within the neighbourhood, and because the municipality received budget for their vision *Samen voor Overvecht* from the national government as part of the *Nationaal programma Leefbaarheid en Veiligheid* (Gemeente Utrecht,

2022b), there was an incentive to put down some ground rules. This was done in a neighbourhood agreement, initiated by the municipality. In this agreement, close collaboration, expectations and future proceedings were aligned between the municipality, the parties of the *Werkplaats* and the resident organizations. Additionally, the ambitions for the neighbourhood are underlined, as well as the parties' commitment to the neighbourhood for two decades. (Wijkakkoord Overvecht, 2022). The agreement holds all signed parties accountable for their actions.

Stakeholders, their values and collaboration
In the process, each stakeholder has different goals. These goals were present in the initial phases but are still relevant in the current process. Figure 29 shows an overview of the different stakeholder goals in general, and for Overvecht Noord specifically.

As becomes apparent from the interviews and the neighbourhood agreement the main stakeholders share the same vision and view for an improved Overvecht, where citizens live harmoniously together.

Even though the different stakeholders share the same goal for the neighbourhood improvement, they have their own goals as well. The private parties (developers) need to have a viable business case (UON 01 02 05 08). In this case, the incentive is that their financial gain could and should be used as a catalysator for new public space development in the neighbourhood (UON 01), aligning with their own values and beliefs as well as with the *Werkplaats* ideals. The housing associations aspire to diversify their portfolio and update their current housing stock (UON 06 07), while at the same time they try and contribute to the wellbeing of their tenants. A renovation project is an opportunity to get behind front doors and offer their tenants any support that might be needed. Important in Overvecht is the mutually dependent relationship between the housing
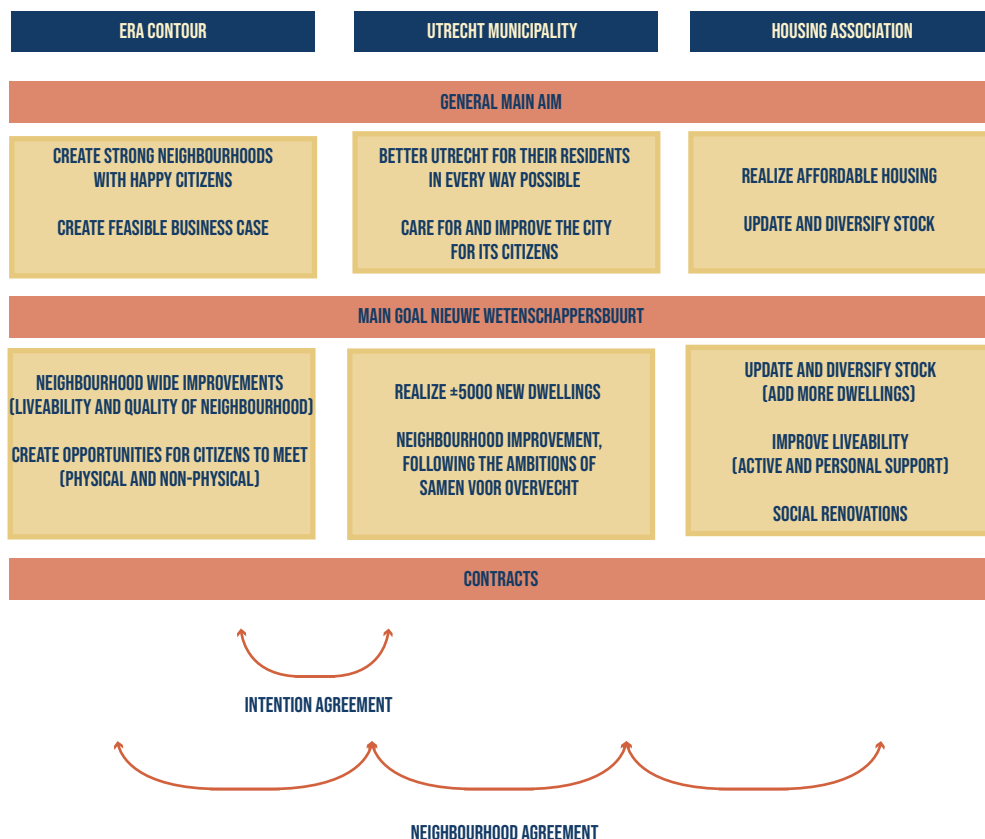

Figure 29. Stakeholder objectives Utrecht Overvecht Noord (Own Figure, 2023)

association and their tenants- ¼ of the property of the housing association in Utrecht is situated in Overvecht, meaning that this stock has an enormous influence on the association as a whole. Lastly, the municipality has the aim to both physically and socially alter and improve the neighbourhood, in the broadest way possible. This ranges from increasing the safety and socioeconomic position of citizens, to aiming to build thousands of new dwellings (UON 05).

The role of ERA Contour is as one of the developing parties, and in the restart of the project they develop the project together with another developer. In this collaboration, ERA is responsible for the citizen participation and general vision, whereas the other developer focusses more on the planning and project finances. The housing associations support the plan and the project team and are dependent on the other parties to realize new housing and shape the plan. This dependent relationship can be said for all parties, as they all want to change the neighbourhood in one way or another and need different stakeholders for different parts of the project. This is the main incentive to start a multi-stakeholder project. The different stakeholders share contractual relations concerning the hard agreements, e.g., who develops what percentage of the project, or who pays for what aspects. The softer agreements concerning project goals (see next section) are made in trust and shared responsibility.

"REAL ESTATE IS THE ENGINE OF REGENERATION"- UON06

The *Werkplaats* agrees that real estate can be a driver of urban development and regeneration (UON01 06). With new construction projects, the developers can realize their business case, housing associations can reach their desired growth, the municipality gets the land value and can invest in public space. However, real estate seems not to be the main option for the municipality to realize integral urban regeneration, it seems to be just a part of the challenge.

The municipality is based on a system of aldermen and councillors (*wethouders en raadsleden*), where the aldermen are responsible for their own portfolio, and the councillors focus on long term, broad policies for all sorts of challenges concerned with the city (ProDemos, n.d.). The councillors can have close ties with citizens of the city – which is the case in Overvecht (UON02 06 08). In this relationship, the councillors are prone to believe the often-one-

sided story of the resident organisations (UON01), which does not positively influence their ideas on the products of the *Werkplaats*.

"THE MARKET PARTIES NEED TO TAKE THE MUNICIPAL COUNCIL BY THE HAND AND HELP THEM UNDERSTAND THAT OFTEN THE RESIDENTS THAT ARE INVOLVED IN THESE KIND OF URBAN REGENERATION PROJECTS CAN BE REGARDED AS 'USUAL SUSPECTS', A SPECIFIC, SMALL GROUP OF PEOPLE WITH A SHARED OPINION. HOWEVER, THERE ARE A LOT OF PEOPLE THAT ARE NOT INVOLVED IN THESE PROJECTS, BUT SHARE DIFFERENT IDEAS"- UON01

This brings a key element to light that influences the project. The neighbourhood has two resident organizations: the WPO, concerned with whole of the neighbourhood and its challenges, and the BPO, concerned with the objectives of citizens in the neighbourhood – in practice the two organizations are concerned with broadly the same challenges and share generally the same objectives. The WPO is an organisation of 20 members, the BPO of two members. Both organizations have acknowledged that they are not a representative group of Overvecht's citizens, and all the objectives present in the neighbourhood (UON08 09). The unrepresentativeness does not imply that they are not active, the two organizations are involved in the major and minor projects in the area to account for the voice of the citizens and critically react to any developments.

The citizen organizations became fundamentally involved in the creation of the ambition document through the participation activities organized for the neighbourhood. In the interviews, the contact between the resident organizations and the market parties can only be described in one emotion: distrust.

The distrust is mentioned by all interviewees, and this is not only distrust from the resident organisations towards market parties. In this relationship, the market parties seem to have lost their trust in the integrity of the resident organizations, just as the citizens organizations have lost this for the market parties. To add to this, the market parties feel sceptical towards the municipality for their accountability on their visions and ways of working (UON01 02 06). Seeing this from the other side, UON06 explains that the municipality often has too much of a negative attitude

towards market parties and therefore their real estate developments. The image of developers going in for a hit-and-run is still deeply rooted in municipal - and citizen - beliefs.

"THERE IS A LOT OF DISTRUST AGAINST HOUSING ASSOCIATIONS AND MARKET PARTIES COMING FROM THE POLITICAL WORLD"- UON06

The distrust of the resident organizations seems to originate from different experiences: failed projects and participation in the past (UON02) and disappointment resulting from this; from fear that the neighbourhood is going to change for the worse (UON08); not being heard during a project in the past (UON08); from the general reputation of real estate developers (UON01 02 03 05); and lastly, from earlier mishaps during the participation process of the ambition document *Pluk er de vruchten van* (UON08 09). On this last experience will be reflected later.

"WE'RE AFRAID OF AN ENORMOUS INCREASE IN SEGREGATION [AFTER COMPLETION OF THE PROJECT]. "- UON08

The suspicious attitude of the resident organizations does not help in the way they are perceived by the professional parties. It creates a dynamic where the resident organisations take part in important meetings and will give their input, but where the professional parties seem to have lost all faith in the possible input, and experience these meetings more as something that needs to be done. This negative side of distrust has a great impact on the plans and project as a whole. This influence permeates through personal relations and the collaborations.

LESSON LEARNED

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

Reflecting on earlier citizen participation
In the process of creating the unsolicited proposal of *Pluk er de vruchten van*, citizen participation was carried out. This participation ranged from individual conversations to see what is needed in the neighbourhood, to organized evenings where citizens collectively could comment on possible new plans (de Werkplaats, 2021). The individual conversations were held with citizens, business owners and professionals active in the neighbourhood. The collective meetings were for all who wanted to attend, and these were online as well as offline, as the project team had to deal with the effects of COVID-19 (de Werkplaats, 2021). The whole process was set up to combine the retrieval of information, the interpretation of the information by professionals and designers, and the processing and implementation of the information – and then again asking for input, creating a design cycle (de Werkplaats, 2021).

The participation process had several goals, as explained by the *Werkplaats* in the participation report (de Werkplaats, 2021).
- Implement the neighbourhood expertise into the plans
    Ensure the new developments are inherently part of the neighbourhood
    Strengthen the plans with local expertise
- Create a feeling of proudness and ownership with the current citizens
- Participate because the *Werkplaats* believes that a strong neighbourhood is created with citizens, for current and future citizens in physical and non-physical implementations.
- Encourage community building (UON02)

The citizens were invited through online and offline methods, ranging from flyers, social media, poster campaigns through the neighbourhood and associations of home owners (de Werkplaats, 2021). The extent of the outreach was substantial, however, all survey participants of this research indicate that they were not aware of any project and did not participate. UON10 was invited through direct connections, and not through one of the methods of the *Werkplaats*.

The actual influence the citizens had during the citizen participation process was to consult and to advice, following the participation influence ladder of the municipality of Utrecht (Gemeente Utrecht, 2021). This ladder distinguishes 3 levels: consulting, where

the input is not bound to be used; advising, where the input plays an important role in shaping the plans and any input that is not used needs to be explained; and lastly co-creating, where plans are inherently shaped together between citizens and powerholders.

When relating this to the ladders discussed in the theoretical framework, the participation level does not proceed the level of higher level tokenism. The ambition document was heavily influenced by the neighbourhood perceptions and dreams of the citizens, but the professional parties were not bound by this input. In general participants react mildly to the plans. (de Werkplaats, 2021).

UON10 explains that there was sometimes confusion within the group of participants about what exactly the relationship between the different parties was, and about the level of influence the participants had through participation. This confusion made it hard for citizens to put their trust in the professional parties. However, UON10 believes that without a little trust, no project will ever commence. This shows a challenge for the participation process leader, in both defining the relationship within the project team, and outwards to citizens and participants.

A problem the *Werkplaats*, and with that the private leader of the process, encountered themselves, was the participant focus on individual objectives, and a lack of collective and future oriented thinking, and the unrepresentative view of the neighbourhood with the participants (de Werkplaats, 2021). And again, the relationship with the resident organisations, which had valuable input at times, but at the same time dominated some participation activities in a negative way – reflecting an angry and highly critical sentiment onto the plans and other participants (de Werkplaats, 2021) (UON 02 06 08). The participation report (de Werkplaats, 2021) gives an example of a participation activity being negatively influenced by participants. It is not specified whether these participants were part of the resident organisations, regardless it shows the charged relationship between professionals and citizens (organisations). It should be mentioned that not all participant relationships are like this. To mitigate a one-sided view, there were other meetings and conversations with residents to still ensure a broad picture of the sentiment towards the vision.

"CITIZENS ARE INCLINED TO SAY THAT A PARTICIPATION PROCESS WAS NOT WELL DESIGNED WHEN THEY DON'T GET WHAT THEY WANT. "…" WHEN YOU PARTICIPATE, IT DOES NOT MEAN YOU GET YOUR WAY." - UON05

"WE DON'T GET TO THE [CONCRETE] LEVEL OF THE PLANS WITHIN CITIZEN PARTICIPATION, AS WE GET STUCK IN GENERAL STORIES "…" THAT MEANS THAT THE PROCESS QUICKLY GETS DEFENSIVE AND DIFFICULT" - UON06

Outcomes of the participation activities were often concerned about current neighbourhood problems that were able to be resolved on short term notice. The *Werkplaats* supported the neighbourhood by investing in solutions for these problems. This could range from changes in a playground (UON 01), to bigger goals where the initiative fund of the municipality is involved (UON 02). This also shows citizens that the market parties indeed do want to make a change in the neighbourhood, even if it is not connected to that future vision but rather right now. In the same line is the agreement with a local businessowner to have their own place in a newly developed building – this support the local economy and provides future perspective (UON 01). This attitude at the same time helped with building trust between market parties and citizens. Even though the participation is not 'meaningful' when following the definition of this research, the process does show that even when professionals are not bound by resident input, they can still decide to put the citizen input to good use and support the neighbourhood where needed.

The balance between looking to the future and still investing in the neighbourhood of today was an characteristic element within the participation.

In the assessment of the unsolicited proposal by the municipality (Gemeente Utrecht, 2022a), feedback was given on both the process and content of the participation. The process was assessed to be thorough, however two main learning points were indicated. Citizens indicated that it was long unclear what the participation was exactly about. Additionally, the participation moments were not always reported and the participation invites were sometimes distributed while still containing difficult to understand language for citizens (UON08). The content that

was retrieved through the participation was broad and underlined the important opportunities for neighbourhood improvement. It was however hard to judge where the citizens encouraged the plan or opposed to the plan. The last step of the participation, the feedback loop, was insufficient concerning the time that was given to citizens to respond. Lastly, a last open conversation about the definitive plans lacked, while this was very much anticipated by citizens.

The municipality urges the *Werkplaats* to include additional participation in the next stages of the project and to cover the elements that were missed in the earlier rounds of participation (Gemeente Utrecht, 2022a).

During the citizen participation process, there seems to be very little room for mistakes, derived from the interview of UON08. This unforgiving attitude exists next to the sentiment from ERA Contour that a lot has been done and tried to truly hear the voice of the citizens of Overvecht (UON02). This positive sentiment is however tainted by negative experiences as well, and the continuing heavy influence of the resident organisations.

"THE PARTICIPATION PROCESS IS THE FIRST STEP TO GETTING TO KNOW EACH OTHER [NEIGHBOURS], SO YOU KNOW WHO LIVES WHERE AND WHAT EACH OTHER'S OBJECTS ARE. WE HAVE NEVER GOTTEN THIS FAR." – UON 02 [TOO MANY CITIZENS WHO DID NOT LIVE IN THE SPECIFIC BUILDINGS CAME TO THE MEETINGS, DETERMINING THE AGENDA AND PREVENTING THE DESIRED PARTICIPATION]

LESSON LEARNED

COLLABORATING WITH RESIDENT ORGANISATIONS IS IMPORTANT, HOWEVER, DO NOT FORGET TO INCLUDE SMALLER VOICES

LESSON LEARNED

A RANGE OF PARTICIPATION ACTIVITIES APPEALS TO DIFFERENT NEEDS AND GROUPS OF PARTICIPANTS

Creation of the ambition document – Pluk er de vruchten van
The ambition document that was realized is based on the existing vision/ambition documents of the municipality, the context of the neighbourhood, and input of current citizens and entrepreneurs in the neighbourhood.

First, seven overarching goals were determined, concerned with the change and improvement of: social cohesion, safety, diversity (dwellings and household composition), economic added value, accessibility (transport), spatial quality, and green and blue structures. (ERA Contour & Mitros (Woonin), 2021) The main incentive is a focus on (spontaneous) meetings. This does not present itself very clearly in the ambition document, but is touched upon by every interviewee. This goal presents itself through social incentives, as well as physical changes – a built environment can stimulate neighbourly contact and spontaneous interactions.

From these seven goals, 5 essential focus points were determined:

- Everyone is happy in their desired home
  Differentiation of the housing stock, in size, price, segment and concept
- Walkable neighbourhood
  Changing the infrastructure to decrease the amount of cars and increase the amount of cycling and walking.
- Safe and gradual way home
  Changing the public space to: be gradual from private to public, increase safety, motivate the spontaneous meeting, decrease traffic
- Space for community and development
  Renovations in the park and other green structures, renovations of the public space between building complexes, focus on development opportunities
- More greenery
  Invest in the existing green structures and increase their value, any new building complexes will incorporate greenery in their design

With these essential focus points, everyone who wants to, can continue to live in Overvecht, and importantly: an improved Overvecht. The ambition document continues with a proposal for several

changes in the urban fabric, from renovations and new-built dwellings to new infrastructure and public spaces. It is clear from the interviews that the main aim in Overvecht is to use physical interventions to stimulate social interactions and positive feelings towards the neighbourhood (UON 01 02 03 06). This aim is inherently linked to the different visions and documents for the area, tying different goals from different documents together.

With the physical interventions to stimulate social action, there is a clear combination between tangible, intangible aspects, and a change in resident mix – much in line with the social sustainability distinction of Shirazi & Keivani (2019). The term social sustainability was not named in the project goals, however some project goals show overlap with the social sustainability variables.

When regarding the project goals, and especially socially related goals, the interviewees differ on who is in charge and responsible for these to be met. The municipality is mentioned by interviewees (UON 01 02 03 05 06) to be responsible for socially related goals. They are however not alone in this, many mention that in a collaboration between parties, they all are responsible. However, responsibility can change dependent on the scope and nature of the goal – the municipality is responsible for the city and her citizens, the market parties are responsible for more local and project related goals. UON03 exclaims that responsibility is related to power, the party that holds the power over an aspect is responsible for that aspect.

"IDEALLY, THE SOCIAL IMPLEMENTATIONS ARE CARRIED BY THE CITIZENS THEMSELVES, OR THAT YOU CAN CONTINUE ON SOCIAL STRUCTURES" – UON 01

"YOU CAN CHANGE THE REAL ESTATE, BUT THAT DOES NOT MEAN YOU CHANGE THE NEIGHBOURHOOD" – UON06

In 2021, the ambition document for Utrecht Overvecht Noord was submitted to the municipality of Utrecht as an unsolicited proposal. Upon receiving the proposal, the municipality of Utrecht realized that their initial ambition document of *Samen voor Overvecht*, and the city wide vision of *Ruimtelijke Strategie Utrecht 2040*, did not contain a clear enough framework to test the proposal of the *Werkplaats*. The municipality

agreed with the general goals and the essential focus points. It was, however, the urban design where the frameworks of the municipality lacked in precision and focus (UON02).

That brings the project to 2023 – the municipality of Utrecht decided that an additional document for Overvecht is needed. At this time, they are preparing the citizen participation for this municipal document. The goal for this document is to be able to test all the current and future project initiatives in Overvecht to, and draw up a clear framework for the future of the neighbourhood (UON 01 02 04 05). The focus of this framework is to distinguish the balance between greenery, housing, and mobility.

Figure 30. Ambition document Pluk er de vruchten van (ERA Contour & Mitros (Woonin), 2021)

2023 - CURRENT STATUS, LOOKING TOWARDS THE FUTURE

While the municipality is drafting this new framework, the *Werkplaats* is taking steps to continue their initial proposal. To work as efficiently as possible and counteract participation fatigue, the consortium aims to execute their citizen participation process parallel to that of the municipality (UON 01). This means that private organised participation will commence alongside public organised participation.

The parallel processes also contribute to the fact that the proposal of the *Werkplaats* will be a pilot project, to test the framework of the municipality and still act on the urgency within the neighbourhood. In this further elaboration of the ambition document the essential focus points and general goals are still relevant and guiding the future of the project.

New round of citizen participation
The new round of participation for the re-evaluation of the ambition document needs to continue on the data that is already present (UON 01) and the lessons learned need to be implemented in the new plans.

The participation plan for this new development will be made by an independent organization (UON 01 03), which is a deliberate choice (UON 01). The organized citizen groups have a strong position in the neighbourhood, and often act from a place of distrust towards professional organisations as touched upon before (UON 01 02 06). To be able to balance the precarious relationship between the citizen organizations and professional parties, this independent organisation will carry the responsibility for the initial participation plan. This shifted responsibility needs to contribute to a honest and clear process in which this independent party makes sure that every point of view is accounted for.

The goals for this plan are to aim for high representation in an open conversation between the makers of the new development, and the users of the current area (and possibly eventual users) (UON 03). With this dialogue the vision of the actual citizens need to be represented.

The idea is that with different forms of invitations (online, offline) and networks, many citizens can be addressed. However good the intentions are, it will be difficult to get a truly representative view of the neighbourhood (UON02 03 05 07 10). This is mainly due to the problematic position a lot of the citizens in Overvecht are in – participation is something they simply do not have time for or do not care for. This issue with representation is something to be aware of. Especially with the strong position of the resident organisations, which are not representative for the neighbourhood (UON 08 09), it is important to hear their voice but at the same time not give them a platform that is too large when looking at their representation of the neighbourhood population.

The activities and the level of participation for the new plan for Overvecht Noord will have to adhere to the participation guideline of the municipality, and to the neighbourhood agreement. The ultimate goal of the municipality is to increase the voice of citizens, a feeling of ownership, and involvement (Gemeente Utrecht, 2021).

As touched upon earlier, the spontaneous meeting was important in the first ambition document. This aim is still relevant, and according to UON01 02 the stimulation of a meeting and creating ties between neighbours was, and again will be an essential part of the citizen participation.

With the big and overpowering voices of the resident organisations comes a risk of not hearing the silent, hidden-away citizens that should have a voice too. As UON08 exclaims, the resident organisations are not representative for the whole neighbourhood. Even though the organisations are not representative for the neighbourhood, they are citizens, and they have a voice. The amount of which their voice is heard should be carefully approached. This is however hard to determine, and any voice can contain valuable input and has the right to be a part of the participation process.

"SOMETIMES YOU NEED TO CANCEL OUT THE BIG VOICES IN THE PROCESS [WPO AND BPO]" – UON 02

This private-led participation process will be happening alongside the participation process of the municipality, with close ties between the public and private parties to be able to learn from each other and collaboratively take on the participation. In this collaboration the ground rules laid down in the neighbourhood agreement have to be followed. At the time of writing this (May 2023), the municipality has surpassed the neighbourhood agreement by not involving the private parties and resident organisations in the preparations for their participation

process concerned with creating the framework (*omgevingsvisie*). This worsens the already tense relationship between the parties, causing frustration with the private parties and resident organisations. At the same time, actions like these bring the private parties and resident organisations closer together, while they are miles apart on other aspects within the project.

Another form of citizen participation is happening alongside of the participation concerned with the content of the new ambition document for Overvecht. This other form is the social renovations that the housing associations carry out. The social renovation process is twofold. Firstly, it guides and supports citizens through an intensive renovation process. Secondly, while the housing association is behind the front door of the resident, they are in a position to offer help when needed with problem their tenants might encounter. The renovations of current stock are one of the most fruitful moments for the housing associations to hear and support their citizens. (UON06 07) Important in this process are the quick actions that can be taken. Usually, when citizens struggle with e.g. debt or a compromised socioeconomic position, they get put on a waiting list to get help – with the social renovations the housing association care for quick assistance and little to no waiting time. In this way, the citizens are supported in their daily lives, through a renovation, and their homes get a face lift.

"THE RESIDENTS OF OVERVECHT, THE ONES THAT HAVE THE LOUDEST VOICE, ARE THE ONES THAT HAVE A GOOD LIFE IN OVERVECHT. THEY DON'T ACKNOWLEDGE THE CITIZENS WHO ARE WORSE OFF, THEY EVEN DENY THESE CITIZENS. THE WELL-OFF CITIZENS KICK AGAINST ALL DE-CISIONS AND ALWAYS HAVE SOMETHING TO SAY" – UON02

Evaluating the current collaboration and process
The overall plans and vision are still rooted in the ambition document *Pluk er de vruchten van*, however the exact translation from the ambitions to concrete physical implementations is yet to be determined. At this moment, the Werkplaats is using the participation momentum created by the municipality of Utrecht to start their own participation process. This means that the upcoming months will be deciding for the new development plans and the exact translation from the vision.

Within the current collaboration, distrust is still an ever present emotion. To be able to boost the collaboration positively, there are multiple actions being carried out to try and decrease this distrust of citizens towards market parties. One is the signing of the neighbourhood agreement, and setting up speaking terms for current and future development. This is underlined by the 20-year commitment of the developers, investor and housing associations to Overvecht through the Werkplaats – taking away the hit and run incentive.

At the same time, any small current neighbourhood problems that have come up during participation activities are being resolved as soon as possible, as indicated earlier (UON01 02). An additional measure is the choice for an independent third party that will shape the citizen participation plan and guide the process. This will ensure that the plan is shaped from a neutral point of view, incorporating all needs and objectives, and it will ensure that the market parties can avoid any blame for the participation plan (UON01). Lastly, with the framework of the municipality that is created, the major choices in the green / mobility / housing triad balance will be made for the market parties, from which they can continue their plans (UON01).

During the citizen participation process of the creation of *Pluk er de vruchten van*, there were some improvements to be made. These were mentioned by the municipality and underlined by the resident organisations. From the deep rooted negative sentiment a flawed participation process will not help the distrusting relationship. This means that the new round of citizen participation needs to reflect on past mistakes and aim for an improved process.

"GROEN VOOR POEN"
[WHEN DEVELOPERS SACRIFICE GREENERY IN EXCHANGE FOR REAL ESTATE PROFITS] – UON06

"CITIZENS WANT TO SEE YOU INVEST IN THEIR NEIGHBOURHOOD, SEE THAT YOU CARE ABOUT THE CURRENT NEIGHBOURHOOD." - UON02

The current distrust is damaging in the collaboration, while all parties share the same goal for Overvecht Noord: improve the neighbourhood. As it is described in the neighbourhood agreement: neighbourhood improvement has as main aim to improve the situation of current and future citizens of Overvecht, they are healthier, happier, have more opportunities and less social problems and are in an improved socioeconomic position (Wijkakkoord Overvecht, 2022).

The definition as described in the neighbourhood agreement is quite broad and it needs to be achieved through the aspects of living, greenery, facilities, mobility and neighbourhood economy (Wijkakkoord Overvecht, 2022). However, the exact division between these aspects has not been made. This is where the municipal framework will affect the choices.

The choices of the municipality are important, as they will determine the future of Overvecht. It seems that their decisions will create a neutral starting point for the exact plans, as the divide between mobility, greenery and new built will have been made for the other parties. As UON02 describes, land can be used multiple times, e.g. for housing, public facilities and solar panels – however with no clear framework the land can be used too many times and this creates confusion.

"GREENERY, MOBILITY AND NEW DWELLINGS ARE IN CONFLICT WITH EACH OTHER, THESE IS ONLY SO MUCH SPACE" – UON01

The main differences now seem to be between the parties of the Werkplaats, and the citizen organizations, and possibly with the municipality when their vision is completed. These differences are however not in overarching goals – all parties want Overvecht to improves. The differences show

themselves in the actions needed to reach that improvement. An example arises from the interviews: the citizen organizations treasure the greenery in the neighbourhood and see it as the backyard of the neighbourhood and especially that of the tenants of the high-rise buildings. With this point of view, the citizen organizations protect the greenery from any new built or development. The professional parties acknowledge the greenery and the importance of it for the neighbourhood. However, they see potential around the edges and in non-performing greenery to realise the new development they desire and that is needed following the city-wide vision.

With a unanimous vision and more importantly approach to reach the multi-fold (social) aims in Overvecht, the process must inevitably get a positive boost.

The solution for the social problems of Overvecht is sought in the combination of tangible and intangible implementations, as seen in the different documents and derived from the interviews. The spontaneous meeting seems to be the pillar in this combination – this is sought after in citizen participation (UON01 02) and the deliberate design of public spaces and shared hallways (UON01 02 050 06). The differentiation of the households and their background overlaps with these approaches (UON 06 07). However, citizens exclaim that they do not understand how physical implementations can contribute to a socially improved neighbourhood (de Werkplaats, 2021). Elaboration on the relationship between the physical and social domain could be a driver for citizens to participate in a participation process. If you understand why your voice is needed, you would feel more inclined to contribute.

"BUILDING NEW HOMES WILL NOT NECESSARILY CONTRIBUTE TO INCREASED SAFETY, SOCIAL COHESION AND LESS LITTER ON THE STREETS, RIGHT?" – RESIDENT OF OVERVECHT (DE WERKPLAATS, 2021)

The definition misalignment, or maybe more the misalignment in interpretation of the actions and the goals is something to keep in mind in the next steps of the future. The key might be in the citizen participation for this (misalignment between actions and goals) – when citizens know what the relationship is between implementation and the desired goals,

they could be more inclined to support the project and take ownership. The main sentiment is that during citizen participation the citizens act defensive and participate from an individualistic point of view (UON01 02).

"MOST OF THE PARTICIPATING CITIZENS THINK FROM A 'NOT IN MY BACKYARD' PRINCIPLE, AND START THE PARTICIPATION FROM A NEGATIVE POINT OF VIEW. YOU NEED TO CAREFULLY IMPLEMENT THESE IN YOUR PROCESS." – UON01

A missed opportunity to generate benefits, as interviewees see the participation process as a means to connect to citizens, and citizens to connect with each other (UON02 04 05 06). It is important for professional parties to know who the citizens are and see in whose lives they make changes (UON08). A strong and open conversation seems to be the basis of 'good' citizen participation (UON02 03 05 06). With open conversations, a community can be built, people learn from each other, initiatives are created, a feeling of belonging is created (UON02 03 05 06). Additionally, the process can be a starting point for social networks, that might develop further on in a project and the neighbourhood. It is important to invest in the mutual conversation and continue to build on this and other already present initiatives (UON03).

The connection between citizens and to their neighbourhood could possibly be made through the participation process, as described by the interviewees. However, the exact implementation or outcomes remains vague, it is more of feeling 'that this could work'. UON03 mentions that goals and implementations need to be defined very clearly before it is possible to point towards a certain relationship. UON05 add that the theory is often easier than practice, and that community building takes time, effort, and investments in the current needs of citizens.

"A REGENERATION PLAN IS OFTEN CONTRADICTING TO WHAT INDIVIDUAL CITIZENS WANT IN THEIR NEIGHBOURHOOD. BESIDES THE FACT THAT WE WANT TO REALIZE A STRONG NEIGHBOURHOOD AND INCREASE THE OPPORTUNITIES IN THE NEIGHBOURHOOD, WE ALSO TRY TO POSITIVELY INVOLVE NEIGHBOURS IN THE PLANS" – UON 01

"THE MUNICIPALITY STILL HAS POWER IN DIFFERENT PROJECTS AND THEREFORE RESPONSIBILITY, HOWEVER, THEY DO SHARE THIS MORE AND MORE [WITH MARKET PARTIES]" - UON03

LESSON LEARNED

**DISTRUST IS NOT SOLVED THROUGH PARTICIPATION**

LESSON LEARNED

THE PARTICIPATION PROCESS HAS A NARROW MARGIN OF ERROR – MISTAKES CAN EASILY CONTRIBUTE TO MORE DISTRUST

LESSON LEARNED

MAKING CITIZENS AWARE OF THE CONNECTION BETWEEN THE TANGIBLE AND INTANGIBLE DOMAIN AND THEIR INFLUENCE ON THE FUTURE OF THE NEIGHBOURHOOD CAN BE A STIMULATING FACTOR

6. CROSS CASE DISCUSSION

This section will analyse the two cases with regard to each other and combine the overall lessons learned to draw conclusions and work towards answering the research questions. In the cross case analysis, the Schiedam Nieuwe Wetenschappersbuurt will be referred to as NWB and Utrecht Overvecht Noord as UON.
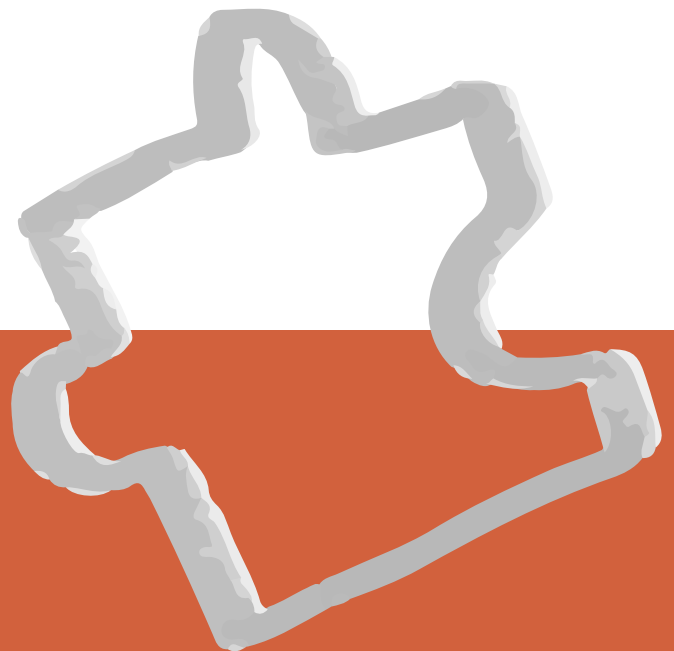
The Figure 31 below shows the main similarities and differences of the two cases to create a coherent overview.

	NIEUWE WETENSCHAPPERSBUURT SCHIEDAM - NWB	UTRECHT OVERVECHT NOORD - UON
LOCATION	SCHIEDAM OOST	UTRECHT NOORD
NEIGHBOURHOOD RESIDENTS	1100 (ALLECIJFERS, 2023A)	1100 (ALLECIJFERS, 2023B)
NEIGHBOURHOOD CHARACTERISTICS	FORMER EARLY POST WAR NEIGHBOURHOOD. TENEMENT FLATS AND UNINVITING PUBLIC SPACE	EARLY POST WAR NEIGHBOURHOOD.CIAM PRINCIPLES HIGH RISE AND UNINVITING PUBLIC SPACE
PROJECT SCOPE	REGENERATION THROUGH DEMOLITON AND NEW BUILT. DECREASED NUMBER OF HOUSING	ASPIRED NEIGHBOURHOOD REGENERATION TROUGH RENOVATION AND NEW BUILT. INCREASED HOUSING
PROJECT PHASE	DELIVERED	INITIATIVE
CITIZEN PARTICIPATION	PRIVATE LED	PRIVATE LED
INTANGIBLE GOALS	YES	YES
TANGIBLE GOALS	YES	YES
MAIN STAKEHOLDERS	DEVELOPER, HOUSING ASSOCIATION, MUNICIPALITY	DEVELOPER, HOUSING ASSOCIATION, MUNICIPALITY, CITIZEN ORGANISATIONS

Figure 31. Comparison of the two cases (Own Figure, 2023)

From the two cases, the main lessons learned can be summarized. The lessons learned coincide with the topics of the research questions, which will be used to structure the discussion.

Nieuwe Wetenschappersbuurt

- Transparency, honesty and trust are drivers for a respectful and successful project process
- Creative approaches to citizen participation can prevent unnecessary discussions
- Citizen participation with new / future citizens is needed to implement the social goals of a project
- Citizen participation can contribute to its associated benefits e.g. feelings of ownership and proudness
- A high level of participation influence stimulates the project energy
- To achieve the project goals a combination of tangible and intangible aspects are needed

Utrecht Overvecht Noord

- Distrust undermines fruitful collaboration and both the project and citizen participation process
- Distrust is not solved through participation
- The participation process has a narrow margin of error – mistakes can easily contribute to more distrust
- Collaborating with resident organisations is important, however, do not forget to include smaller voices
- A range of participation activities appeals to different needs and groups of participants
- Making citizens aware of the connection between the tangible and intangible domain and their influence on the future of the neighbourhood can be a stimulating factor

6.1 THE PROJECT GOALS AND ACTIONS IN RELATION TO SOCIAL SUSTAINABILITY

Through the case analysis, both cases have a lesson learned regarding the project goals and actions. From NWB it becomes clear that to achieve the project goals a combination of tangible and intangible aspects are needed. UON shows that there is an opportunity for making participants aware of their position in connecting tangible and intangible goals, ultimately contributing to the overarching project goals.

When analysing the project goals for both cases, the term social sustainability is not once named or comes up in documents or interviews. However, when putting the project goals alongside the aspects of social sustainability, a certain overlap is visible. For a complete overview Figure 32 shows the project goals of both projects.

The project goals can be categorized using the triad of social sustainability (Shirazi & Keivani, 2019). In this way, the goals and actions are categorized into tangible, intangible and population profile. Note that all separate goals mentioned have been presented as project goals, however when regarding them in relation to each other, they are better divided into goals and actions. Here, the goals are the ultimate aim for each project, and the actions are subgoals, being used as the means to get to the intangible goals. Even though the project goals and actions do not contain the literal expression of social sustainability, it can be argued that social sustainability is unconsciously a part of both projects. Each project goals and action has an overlap when compared to the social sustainability indicators and variables (as seen in Appendix B).

The categorization of Figure 32 is not rigid. The entanglement of goals and aims underlines the integration of the aspects of the triad of sustainability – the concept cannot be seen for just one of the three aspects. Figure 32 shows this integration – however, based on the amount of links, the distinction between tangible and intangible can still be made. Looking at the comparison, and the lessons learned from the cases, it becomes clear that intangible goals are aimed to be reached through tangible actions. For example: the spontaneous meeting in UON is encouraged by designing roomy entry ways and communal spaces – or – the feeling of ownership in NWB is realized through creating ground level oriented housing and intimate public spaces. Can an intangible goal be achieved through only tangible implementations?

The empirical data suggest that this is not the case.

Taking NWB as an example – in the project several physical implications connect back to creating a feeling of ownership: ground level entries, small shared public space, low rise housing. However currently, there seems to be no feeling of ownership. As NWB05 explains, the neighbourhood is still littered, and neighbours seem to not want to invest in getting to know each other. NWB06 underlines this line of reasoning and adds that the neighbourhood is generally quiet and anonymous, citizens don't always feel safe, and complain about problems rather than taking collective initiative to change something. The relation between the completion of physical implications but at the same time the lack of noticeable intangible aspects seems disconnected. Clearly, an additional investment is needed to realize these intangible goals. Interviewees mention feelings of ownership and involvement with the former citizens involved in the participation process. Only, the current citizens did not experience this process. It seems that the disconnection originates from the lack of involvement with the current residents – they live in a neighbourhood they did not actively contribute to.

With the notion of a participant in UON exclaiming that they do not see the connection between the tangible and intangible domain, there is an additional urgency to communicate this clearly to participants. With the realization of the essential part their participation plays in a project, it might stimulate more citizens to participate. Having insights into why a participant is participating, and what their contribution is, supports participant's satisfaction and their decision to engage in participatory activities (Ianniello et al., 2019).
Coming back to the project goals, the history of early post-war neighbourhoods almost instantly determines the presence of intangible and socioeconomically related goals within regeneration projects situated in these neighbourhoods. With a history of focus on only tangible goals in urban (re)development and neglecting the citizens and their intangible desires (Kleinhans, 2012a), the deterioration of the neighbourhood over time as a partial result of this, and the renewed focus on liveability in policies – the presence social goals is no surprise. For both UON and NWB municipal policies gave an initial framework of general municipal ambitions, including social aims.

Working from these municipal visions as a starting point, in NWB and UON the project goals were furthermore based on analyses and data from the neighbourhood and importantly, partly originating

from the vision and values of ERA Contour (strong neighbourhoods with happy citizens). With this specific value at the core of the organisation, intangible goals will always be present in neighbourhoods. In NWB, there was no additional alignment between parties concerning the concepts and goals. It was presumed that the different parties knew the definition of the overarching goal - and with the focus on the clear end goal (ownership) and associated actions there was no confusion about any definition. As for UON, the broad definition of 'neighbourhood improvement' was documented in the neighbourhood agreement,
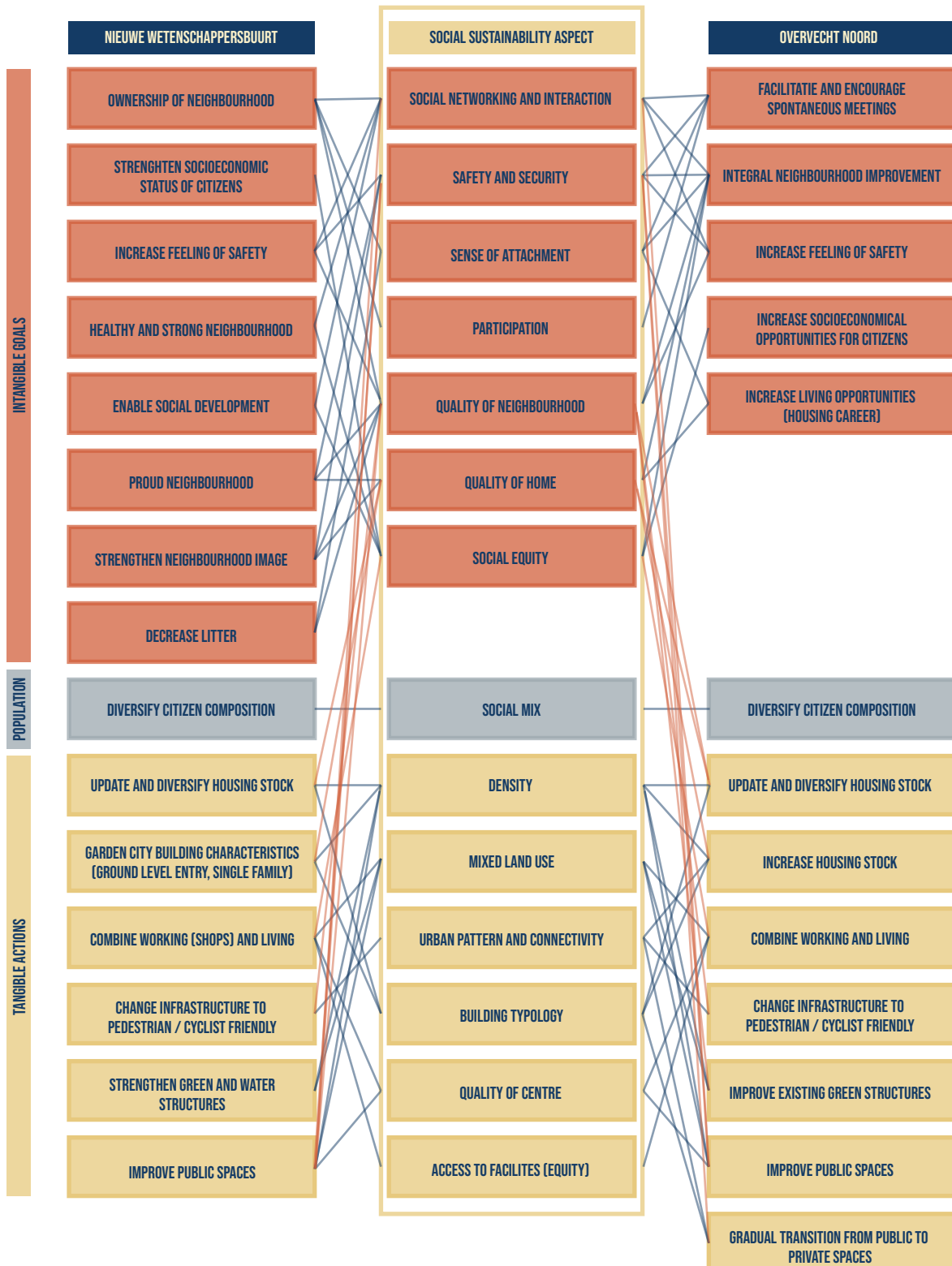
Figure 32. Comparison of projects goals and actions to social sustainability aspects (Own Figure, 2023)

aligning all parties that signed the agreement in their definition of 'improvement'. While the alignment in NWB happened more or less naturally and through the formulation of project actions to reach the goal, UON shows that the formulation of a common goals does not automatically align all parties and their preferred project actions (e.g. visible in the division between greenery, mobility and new housing development).

Unaligned actions like this can lead to disappointment and frustration (Verheul et al., 2021). This is what is happening in UON. The preferred actions that are unaligned are causing a halt in the project together with the missing framework of the municipality. It is clear that the actions need to happen, however the balance between greenery, mobility and new housing development is not clear. With the unaligned actions, there is no security or certainty for the parties. With this unalignment, the citizen participation process is at risk as well. In the earlier participation process of UON, it became clear that without clear boundaries, participation sessions got stuck on trying to define those boundaries and the process, rather than focussing on concrete input. The private party is in an interesting position, as they are waiting for the municipality to determine the final framework and the division of project actions. On one hand, this is positive, as the municipality will decide on the hard agreements, the private party gets let off and will not have to make the ultimate decisions – helping with their perceived negative reputation, as they will now solely be working within the municipal framework and will not have made the hard decisions. On the other hand, the private party is in a very dependent position, having to wait on the municipal actions and especially as the municipal and private participation will have to be carried out simultaneously.

Lastly, when considering responsibility for the project goals, interviewees and the expert panel agree on a shared responsibility between stakeholders, and even extending towards citizens, to collectively work towards and reach the project goals. It becomes apparent that the responsibility for long-term and project overarching social goals lean towards the responsibility of the municipality. The project specific goals are truly shared between stakeholders, and the outcome and upkeep of the goals are also the responsibility of the citizens who live in the neighbourhood (e.g. keeping neighbourhood clean).

With the new responsibility for the private party

regarding citizen participation under the new Act, the roles will change. The main incentive of a traditional private construction company is not the wellbeing of citizens, or their contribution to social sustainability in the neighbourhood. The shift of responsibility from public to private sector within the citizen participation process can be seen as debatable in itself – as the case studies and literature show, the public party has a core business focussed on citizens whereas the private party has a core business associated with financial gain. In a privatized construction sector where the private party is generally in the lead, a focus on citizens in the process is welcomed and necessary, however, time will tell if the wellbeing of citizens is actually safeguarded, and responsibility for socially aimed goals will be shared between stakeholders as experienced in the case studies. With the ways of working seen of ERA Contour, a new incentive with a focus on social sustainability can have benefits such as a decrease in project controversy, mitigating citizen resistance, increasing chances of project successfulness and with that underlining a successful business case. This will need to be enough, alongside a moral responsibility, for private parties to actually invest in socially sustainability citizen participation.

CONCLUSION

Concluding, the project goals and actions relate to the aspects associated with social sustainability, even though the stakeholders and documents do not use this term. With the former or current socioeconomic problems of the neighbourhoods, renewed social focus, and the values of ERA Contour, it is not surprising that the project goals extent towards social and intangible, rather than only focussing on the tangible. The goals relate to the intangible aspects of social sustainability, whereas the actions relate to the tangible aspects. The population profile is an effect of tangible implementations. All aspects and goals and actions are interrelated, much in line with the theory of Shirazi & Keivani (2019). It is clear that intangible goals cannot be realized through only tangible actions – implementation of citizens of the neighbourhood is needed to create the connection between tangible and intangible. In coordinating the project goals and actions, stakeholders need to be aligned to prevent frustration and a tense participation process. These stakeholders share the responsibility to reach the project goals.

6.2 THE CITIZEN PARTICIPATION PROCESS

The ways of working of ERA Contour inherently build in flexibility, time, and budget for citizen participation. With this approach some of the usual arguments for private parties to not implement participation are refuted, e.g. time or finances. (ERA01) The approach shows that participation is possible in a feasible business case, and paves the way to a citizen participation process that supports the possible positive outcomes of the process. However, this approach does not free the party from all negative implications of citizen participation, they mitigate the negatives that are in their own power, but are still exposed to external experiences such as hostility and distrust.

The citizen participation process of both cases is analysed and reflected upon following the five aspects of Huls (2022). What has been learned from the case analyses is shown in Figure 33.

INITIATORS OF THE PROCESS

In both NWB and UON, the private party was the initiator and leader of the citizen process. The leader of the process possesses the power to decide on how, what, and when the participation is carried out. With specifically ERA Contours decades of experience in participation (ERA01), the private led participation is an essential element of their projects, as they house all knowledge and deeply believe that citizen input improves any project. NWB shows that this experience can be an incentive for other parties involve this particular developer. As a private party that acts from a business case, the realization of real estate can be used to fully invest in the participation process, reducing the risk of insufficient budget (ERA 01 UON01).

With being the process initiator, the private party is in charge of aligning participation goals and activities between different stakeholders. In this alignment, the other parties are of great importance and will be involved and asked for their input. The different parties alongside the private developer in both cases are: the housing association, municipality (internal project team) and the community (including resident organisations).

As multiple stakeholders are involved, collaboration is extremely important in the citizen participation

	NIEUWE WETENSCHAPPERSBUURT	UTRECHT OVERVECHT NOORD
INITIATORS OF THE PROJECT	TRANSPARENCY, HONESTY AND TRUST ARE DRIVERS FOR A RESPECTFUL AND SUCCESFUL PROJECT PROCESS	DISTRUST UNDERMINES FRUITFUL COLLABORATION AND BOTH THE PROJECT AND CITIZEN PARTICIPATION PROCESS
PARTICIAPTION ACTIVITIES	CREATIVE APPROACHES TO CITIZEN PARTICIPATION CAN PREVENT UNNECESSARY DISCUSSIONS	A RANGE OF PARTICIPATION ACTIVITIES APPEALS TO DIFFERENT NEEDS AND GROUPS OF PARTICIPANTS
PARTICIPATION PLAN AND GOALS	CITIZEN PARTICIPATION CAN CONTRIBUTE TO ITS ASSOCIATED BENEFITS E.G. FEELINGS OF OWNERSHIP AND PROUDNESS	THE PARTICIPATION PROCESS HAS A NARROW MARGIN OF ERROR - MISTAKES CAN EASILY CONTRIBUTE TO MORE DISTRUST
	TO ACHIEVE THE PROJECT GOALS A COMBINATION OF TANGIBLE AND INTANGIBLE ASPECTS ARE NEEDED	DISTRUST IS NOT SOLVED THROUGH A CITIZEN PARTICIPATION PROCESS
		MAKING CITIZENS AWARE OF THE CONNECTION BETWEEN THE TANGIBLES AND INTANGIBLES, AND THEIR INFLUENCE ON THIS, COULD STIMULATE PARTICIPATION
INCLUSION AND INVITATION	CITIZEN PARTICIPATION WITH NEW / FUTURE CITIZENS IS NEEDED TO IMPLEMENT THE SOCIAL GOALS OF A PROJECT	COLLABORATING WITH RESIDENT ORGANISATIONS IS IMPORTANT, HOWEVER, DO NOT FORGET TO INCLUDE SMALLER VOICES
LEVEL OF PARTICIPATION	A HIGH LEVEL OF PARTICIPATION INFLUENCES STIMULATES THE PROJECT ENERGY	

Figure 33. Lessons learned from case studies (Own Figure, 2023)

process. With UON, it shows that endless debates, originating in the unalignment of project actions does not stimulate a positive and supportive collaboration, it does the opposite. There is additional risk of citizens losing their trust in the professional parties, if they don't come across as united (UON10). Literature states that the initiator of the participation process is in charge of the management and alignment of the different stakeholders (Verheul et al., 2021), and that this process and the relationships between the stakeholders are essential to reach sustainable goals in regeneration projects (Hörisch et al., 2014). The theory of Hörisch et al. (2014) is in line when looking at the stakeholder relationships in both NWB and UON, as will be elaborated on in the next section. The importance of stakeholder alignment and management puts the leader of the participation process in a critical position within the cases. The two cases have been proven very different in the stakeholder relationships and the effects of these relationships.

The main relational aspect that has become apparent is the difference in trust within the projects. As Bergeijk et al. (2008) explain, trust, of the lack thereof, is most often visible between professional parties and the community – much in line with the analysed processes of UON. In UON the distrust is evident when regarding the community or resident organizations. It stems from former disappointment, fear of change, being surpassed in the process, the reputation of market parties and earlier experiences with participation.

Trust and distrust are not opposites. Rather, distrust is a state where trust is constantly tested and analysed (Corbett & Le Dantec, 2018). Small mistakes and misalignments in goals or actions are reasons for distrusting parties to further build on the distrust, rather than building a trusting relationship.

Distrust has had negative impact on the participation process and still influences the overall feeling within the project team. It is an emotion that should not be underestimated. Ianniello et al. (2019) put that distrust can undermine the whole project and with this, the possible outcomes of the participation process. They continue that with the limited experience of citizens in construction projects, unrealistic expectations about involvement can be present. With expectations that might not be met in the process, and the fact that often not all citizen input, interests and ideas are

incorporated, distrust is only increased. Resolving distrust lies in an overarching project goal and actions, defined stakeholder roles, and clear and honest communication, from the very start of the project – citizens do not have to be included in this, if the goals are openly communicated (Abma, 2000; J. Edelenbos, 1999; Ianniello et al., 2019). While UON is far from the start from the project, and the neighbourhood carries quite some history, building trust still seems possible through a well thought out restart. Even more, it will be necessary, as trust is the foundation of effective cooperation and stability (Lewicki et al., 1998), and needed to be able to achieve the project goals.

What is learned from NWB and the relationship with trust in the project, is that the collaboration of the internal project team is essential for the process, and the presentation of the team as being one party to citizens. The project goals and actions were aligned, and the stakeholder roles were clearly defined while still acting as one team. Additionally, communication was clear and happening through different media. Building on literary theories this all has contributed to the citizen participation process and its outcomes, as there is no mention of a distrusting relationship with citizens during the process.

Furthermore, the participation process of NWB led citizens to trust the project. The first vision was based on the ideas of the local children, immediately rooting the project in the neighbourhood. From this basis, the next conversations were held, and the ideas that citizens had were actually implemented into the project – showing that the professional parties also trusted the citizen input.

Where did it go wrong with UON? It seems to be the complicated and undefined process and stakeholder roles. From the beginning, the ambition document was based on previous municipal documents, while also creating their own vision. As the ambition document was an unsolicited proposal, the municipality was not concerned with the contents, only after the proposal was submitted. This way of working, together with the undefined municipal framework of what was possible in the neighbourhood, citizens got confused about the roles of the private parties and the municipality, and about the actual influence of both parties. (UON08 10).

Within the context of the urban regeneration of early post-war neighbourhoods, the public-private relationship is even more important. The public sector is dependent on the knowledge and investments of the private sector due to decades of decentralization, while the private sector is dependent on public policies (Mak & Stouten, 2014). This mutual trust is also missing in UON. It seems that with the continuing distrust and scepticism of the citizens and citizen organisations towards the professional parties, the professional parties have started to distrust the citizens and the organisations as well. To be able to be successful in building a trustworthy bond, the professional parties will have to let go of their prejudice as well (Ianniello et al., 2019) – where with UON this is specifically concerned with the citizen organisations.

UON is now building a more trusting relationship through different means. With investing in real time solutions for neighbourhood problems, instead of waiting for the regeneration to commence, the private party shows their capabilities and investment in the neighbourhood. Moreover, with signing the neighbourhood agreement all professional parties show their dedication to a fair and long-term commitment to the neighbourhood. Still, the margin of error is slim, as derived from the interviews. As trust can be seen as the confidence is ones motives, ambitions and capabilities (Lewicki et al., 1998), and trust in professional parties can be compromised due to continuous past negative experiences (Aitken, 2015) the slim error margin towards professional is not surprising. – especially when the parties in the project team are not aligned.

This project team alignment should be the main goal for UON, and use this solid basis of the project team to present the project as one team with aligned goals and actions. This internal peace and trust can be used as a start for the participation process and start building a trusting relationship within and outside of the project team. Additionally, a little trust is needed to start any project (UON 10). This goes for professional parties to trust each other, and for the relationship between professional parties and citizen (organizations). However, in this process, and in the citizen participation process, a small mistake is an incentive for, again, distrust, and a trust building process could be back to square one. Trust is hard to build, and easy to lose.

Distrust is does not necessarily influence willingness to participate. As Reichborn-Kjennerud et al. (2021) summarize, distrust can generate more participants from a place of wanting to influence the decision making process and protesting; whereas trust can generate participants through believe in the system and that input will be used.

With a private party at the head of the participation process, there lies a challenge to create a trusting relationship between parties. Lessons can be learned from NWB when looking at the alignment of project goals and actions between professionals, and working from openness and clarity. The united project team presentation has helped with the citizen relationship and clarity. For UON, the overarching project goal is already there, it comes down to alignment in preferred actions and strategies, and battling against the negative image of private developer and the overall distrusting relationship in the project. Theory shows that distrust can be mitigated, this is where the main challenge lies for UON.

PARTICIPATION ACTIVITIES

In both cases the participation activities were diverse, from the well-known presentation centred meetings to more interactive and creative brainstorm sessions, from one-on-one conversations with residents and professionals to participating in a neighbourhood clean-up session. A range of activities is preferred in a citizen participation process, as it will decrease outcome bias and different activities will attract different communities. (Ianniello et al., 2019).

From the interviews is derived that more light and fun activities would be preferred when using citizen participation as a mechanism for community building (one of the participation goals of UON). It is implied that when participation activities become heavy and loaded with negative emotions, positive associations and relationships are difficult to form. This does not mean that negative emotions do not bond different parties. A project in Rotterdam generated so much resistance that citizens organised protest marches and other activities. Even though there is no physical change in the neighbourhood, the social networks seems to have strengthened by have a collective 'enemy' (NWB 02). However, a positive association is preferred.

NWB shows an example of an activity that literature regards as a form of useful participation: where citizens think, dream, and built together with professionals, instead of only commenting on plans (Verheul et al., 2021). The phrase of the participation process of NWB was: to dream, think and do! - underlining the interaction in the process between citizens and professionals. Additionally, analysis showed that this creative approach ensured that unnecessary discussions were mitigated and citizens could focus in the future of the neighbourhood. UON leans with the participatory activities towards the well-known group meetings, alongside more personal one-on-one conversations.

Lastly, a different line of participation is the approach of social renovations. The concept of working with citizens to improve personal problems and strengthen individual households, underlines the whole concept of wellbeing. Even though these activities do not directly contribute to collective wellbeing and neighbourhood social sustainability, they do strengthen individuals. Possibly strengthening these individuals to such extent that they feel energy and freedom to actively participate in the neighbourhood, connecting back to the neighbourhood social sustainability.

All in all, when determining participation activities, a range of different activities is preferred. These activities are creatives and stimulate collaborative thinking and dreaming and will mitigate unnecessarily and draining discussions. Social renovations are a different kind of participation that can happen alongside the citizen participation as defined in this research.

PARTICIPATION LEVEL IN ACTIVITIES

Starting with NWB, the level of actual influence of citizens was very high. With the first vision draft largely inspired by the local children, and citizen ideas being adopted into the final plan there was direct citizen influence. However, the citizens that participated did not have any power or last say in the decisions being made (power remained with the initiator). Following the ladders of Arnstein's (1969), Edelenbos' (2001) and Pretty & Pimbert's (1994) – this would be seen as higher level tokenism. This label does not do the amount of influence of the citizens justice. Even though the project team did not have to implement the ideas, the interaction between professionals and citizens created an inspiring energy and made the

project team want to implement the citizen ideas. With this dynamic, the label co-creation would be more fitting, in this case without the redistribution of power.

In UON the level of influence follows the guidelines of the municipality, and came to consulting and advising. This means that the power remains with the initiator of the process, and they are not bound by the input of the citizens. However, in line with the specific values of ERA Contour towards citizen participation the vision and the associated goals were greatly based on the experiences of the citizens in the neighbourhood. This is, like NWB, in line with higher level tokenism, but with honest intentions and full attention to citizen goals in the process.

The approach of ERA Contour towards participation is consistently in the region of the higher level tokenism, but with the approach to do take the input into account and base plans on the input. The term 'higher level tokenism' does not cover this process – it leans towards co-creation without distribution of power. The true implementation of citizen input in both cases represents this. Moreover, the pedestrian bridge realized in NWB is a tangible and visible example of a participation outcome. It seems that this level of participation is the standard within the company. The expert panel underlines that truly listening to citizens and including their input in a project is the start of positives outcomes of the participation process and that this is always aimed for.

PARTICIPATION PLAN AND CORRESPONDING GOALS

Starting a citizen participation plan with a clear goal, ensures guidance and certainty throughout the process. The main believe needs to be that a project should be based on citizen input, placing participation always in a central position and at the beginning of a project (Callahan, 2007; Verheul et al., 2021) (ERA01). In this way, it is ensured that the project positively contributes to the lives of future residents – and this approach mitigates the risk of delays as the citizens will mostly comply with the project as they have had the chance to be involved (ERA01).

The success of ERA Contour in this approach is underlined by their full portfolio and successful business model (ERA01), and in literature – as Verheul et al. (2021) explain the need for flexible timelines, early citizen interaction and clear communication.

Both cases had a participation plan before the participation commenced, including participation goals. The aim was to implement neighbourhood expertise into the plans, create a sense of ownership and proudness with citizens, and in this way create a future proof neighbourhood. The NWB specifically choose their approach to work with children to avoid a negative spiral of complaints. This approach paid off, as the use of a preliminary vision worked to bring citizens together and continue the collaborative creation of the final vision.

The early implementation here did work, but as the regeneration project forced former residents to move out, their sense of ownership was lost and with that the main project goal (more on this in citizen inclusion and invitation). This experience shows a need for citizen participation throughout the whole project timeline and not only in the beginning to maintain created intangible sentiment that contribute to the project goals.

When regarding UON, the negative spiral that NWB avoided, was present. Some of the participation activities turned sour through intense debates and opinions. Still, the professional parties were involved and believed that everyone should be listened to. UON did (and still does) have the additional participation goals of reaching community building and focus on neighbourhood implementations for future residents. With the past participation process, it is unclear if these goals have been met. UON10 did claim to feel more connected to the neighbourhood through participation – however, not to their own building.

Just as with the project goals, the participation goals should be aligned between stakeholders (project team) and communicated clearly as well – especially to find out if there are unaligned goals and prevent this unalignment from jeopardizing the process (Verheul et al., 2021). UON shows that involvement of citizens in the making of the participation plans can be beneficial. Through the involvement of the citizen organisations, their communication strategies became more inclusive and were wider distributed (de Werkplaats, 2021).

In aligning these participation goals, separate stakeholder values need to be taken into account. The stakeholders of both cases follow the same general stakeholder values as determined in the theoretical framework of this research. The private

party aims for a feasible business case (where in the case of ERA Contour, the main aim is to realize strong neighbourhoods with happy citizens); the housing association aims for realizing affordable housing; the municipality aims for the realisation of their public values; and lastly, citizens aim for overarching goals, where citizen organisations support their neighbourhood values (Boonstra & Boelens, 2011; Callahan, 2007; Gruis, 2008; Huls, 2022; Klijn & Teisman, 2003; Nieboer & Gruis, 2016; Van der Zwaard & Specht, 2013). Within NWB there was a mutual understanding for the difference in stakeholder values, and with this respect for a stakeholders ways of working and incentives. Within UON there is mutual understanding and respect between the professional parties, however towards the citizens, the professional parties struggle to rid the associated prejudices about their incentives and values. This ties in with the challenge there still is for the project to align goals and values and use this as the basis to start a trusting relationship inside, and outside of, the project team. As Abma (2000) describes, without an overarching project definition in an ambiguous project, actors are confused, and discussions needlessly arise.

Concluding, ERA Contour shows that sincere inclusion of citizens in a flexible project planning does not jeopardize the successfulness of a project or a company – it increases the successfulness as the project is really made for those who ought to live in the new developments. Clear and honest communication about the participation plan is key, together with early alignment of goals and values between stakeholders. The goals set for participation relate closely to the inclusion and activities. Without fitting activities and broad inclusion, the goals might be hard to reach.

CITIZEN INCLUSION AND INVITATION

Citizen inclusion and invitation is an everlasting challenge in participation processes. To ensure that the input gathered is representative for a whole neighbourhood, there needs to be additional effort to include minorities. Especially in a context with overpowering voices from e.g. resident organisations, as in the case of UON, there is an urgency to actively seek out additional input to test these overpowering voices to the believes of the general public. With seeking out specific additional groups for their input, self-selection bias, low motivation and hidden agendas of usual suspects can be mitigated (Ianniello

et al., 2019). Examples from UON show that use of language, different places to gather input, and an active recruitment can help to seek out a broad view. Starting conversations in this case also sparked short term investments and action points to support residents with their current problems, investing directly into the neighbourhood and building on a relation of trust. Different approaches to invitations will be necessary as early post-war neighbourhoods (UON and previously NWB) are characterised by their heterogeneity in citizens (Bergeijk et al., 2008), where different groups need different approaches.

Participation invitations need to be wide spread and tailored to the demographic one tries to reach: online invites, specific religious or community buildings, offline flyers, these all reach different citizen groups in a neighbourhood. The aspect of scale needs to be taken into account. NWB is smaller in scale than UON, making it easier to reach all residents, especially with the housing association knowing their tenants and being able to reach these. In NWB, with using the neighbourhood networks, children that tell their parents at home about their involvement in the participation rounds, flyers and newsletters, most residents seem to have been reached. The neighbourhood in UON is far larger. To reach these citizens takes a widespread invitation campaign and proactive invitation strategies – especially as many citizens might be preoccupied with their daily problems and do not see the need to participate. This has been done in the past as explained above, however, reflecting on the former process the invitations can be expanded (de Werkplaats, 2021).

The case of UON shows an interesting dynamic of the influence of larger and more citizen organisations that are not representative for the neighbourhood but do give most of the input. This input needs to be considered alongside the input of other groups that might be in minority to the citizen organisations, as implied above. When deciding on what groups within the neighbourhood to invite, it is needed to take into account representativeness of the community concerning age, socio-economic status, household composition, cultural background. And with that, different values and preferences (Huls, 2022; Ianniello et al., 2019). With different participatory activities, different groups can be attracted, mitigating to an extent the influence of organized citizens (Ianniello et al., 2019).

This campaign needs to reach even further. One of the biggest lessons learned from NWB is the lack of involvement with future residents. Any positive outcomes of the citizen participation process were felt with the group of the former residents (e.g. a feeling of ownership). As all these former citizens moved out, the outcomes of the participation process were lost. UON10 explained that they felt more connected to the neighbourhood and the changes they could influence through the citizen participation. It is clear that new / future residents need to have a place in the citizen participation process. Naturally, this group of citizens will most likely not be known in the early stages of a project. However, there are still ways to include this group. Examples from ERA Contour show that a housing association could play an important part in this manner – by selecting their tenants earlier in the process, these citizens can be included in the process. Additionally, by leaving e.g. plans for the public space open for longer, new citizens can be included in these. These options do generate a need for more flexibility in the project planning later on in the project, as the citizen participation process will commence early on in the project as well as in later stages.

Lastly, as a additional part of honest and clear communication, it is important to close the feedback loop by informing participants how and to what extent their input is used. This will ensure that citizens feel heard and taken seriously. If input is not used, it should also be communicated and argued. De Werkplaats (2021) showcases the importance of this aspect with the feedback the consortium received from the citizen organizations within UON. By not consequently following up on certain choices that were partly based on citizen input, they lost part of their credibility.

Regardless of communication with former, current or future residents, the communication needs to be very clear, and the boundaries and desired level of input need to be predetermined before inviting citizens (Ianniello et al., 2019; Rekenkamer Utrecht, 2022; Tatenhove et al., 2010). With this basis, all stakeholders will be aware of their role and level of influence, mitigating any risk concerning confusion.

CONCLUSION

Overall, the approach of ERA Contour towards citizen participation is thorough and honest, they start the process open to input and with the intention of using the input directly to improve or start a plan – this approach is not the standard with developers and can be regarded as an inspiration. The power remaining with the private party does not hinder the process or the influence of the citizens in the analysed cases. This approach underlines the possibility to create a feasible business case while systematically involving residents. Lessons taken from the case analysis that are explored were the difference between a trusting and distrusting stakeholder relationship, and the urge to build trust; the influence of creativity and diversity in participation activities; the beneficial outcomes of the participation process; the need to have a representative group of participants, including future citizens of a neighbourhood.

The differences between the cases show that a citizen participation process is highly dependent on the context of that project and that specific neighbourhood, and even on the different stakeholders in the process. A participation project therefore needs to be tailored to each specific project and desired input and/or outcome. The cases show that private-led participation can be associated with benefits: create better fitting plans, reduce project controversy, invest in a neighbourhood through real estate, and, with early and true involvement of citizens there is no delay within the planning. They show that with private-led participation, one can fully invest in the participation process and using the process to create capacity and momentum.

When analysing the projects and their participation processes, lessons are naturally drawn. However, can it be said that a project or participation process is successful? The expert panel reflects on their own projects, saying that physical implementations are still important in projects, even though social goals might not have been reached. These implementations do count towards the successfulness of a project. However, the citizens need to not be forgotten, as the panel states that a project is connected to the citizens. A citizen participation project is only successful when as much citizens as possible have been part of the process, and their input has truly been incorporated into the project.

Relating back to the theoretical framework: "As argued by Boonstra & Boelens (2011) and Verheul et al. (2021), the form and process of participation, and the influence of citizens in this participation form, determines the outcome and impact of the participation process". The lessons learned from the case studies create a basis for an implementation framework in chapter 8.

6.3 OUTCOME OF THE PROJECT GOALS UNDER THE INFLUENCE OF PROJECT ACTIONS AND THE PARTICIPATION PROCESS

This last sections investigates the outcome of the project goals, and the influence project actions and the participation process have had on this outcome. The project goals and actions are revisited and connections are made between the processes.

When looking back at the project goals it can be determined if any project goals have been met, and through which process they have or haven't been met. This will be different for NWB and UON, as the projects are analysed at different phases, and UON has not been realized yet. In this relation between the cases, UON has the opportunity to learn from NWB and reflect on their own earlier process.

In NWB it became clear that the intangible goals would have to be implemented through tangible project actions. The project goals were concerned with ownership, safety, proudness, health, strength, social development and improved image of the neighbourhood. The actions were changing the housing stock to update this and attract new citizen groups, change the infrastructure, and improve the existing blue and green structures.

As determined in the case analysis, the main goal of ownership of the public space needed to be reached through physical changes to the neighbourhood. In theory the project actions would combine into a neighbourhood where there is ownership, neighbours see and interact with each other as a result of the ground level focus. The inner neighbourhood greenery and safe playgrounds stimulate the children and families to be outside in a safe setting. This all would contribute to a feeling of proudness. With the new housing the neighbourhood population diversified, generating a stronger socioeconomic neighbourhood. In the end, even the general image of the neighbourhood improves.

In practice however, stories of the interviewees and survey results conclude that the intangible goals have not been met in the way that was anticipated. The outcome of intangible goals are determined with the perception and experience of citizens (Shirazi & Keivani, 2019). In NWB, citizens experience little feeling of ownership, remaining feelings of unsafety and no feeling of proudness of the neighbourhood. With not involving the new citizens in the neighbourhood creation, there was no opportunity for them to meet prior to moving in, and no opportunity to create something together. The group meeting

at the housing association office was not enough to do so, the main intention of this meeting was not to create social bonds.

As a result, the neighbourhood is fully generated, but feels quiet and anonymous. Jan Gehl (1987) elaborates on the relationship between the built environment and social networks in his book *Life between Buildings*. It becomes clear from his theory that for social interactions on the street, a level of "knowing" each other is beneficial. From this basis, the interactions and networks can evolve from passive greetings to intimate friendships. When the built environment is high quality, the social interactions will increase as a high quality environment will contain elements to sit, eat, play, etc, that stimulate those interactions. The physical changes to the neighbourhood of NWB do fall within the category of a high quality neighbourhood, the only missing link is the initial contact to establish first bonds.

A citizen participation process with new / future residents could be a guided process for citizens to meet, and initiate social interactions that will transcend into the neighbourhood when all citizens have moved in. And, as a result of creating part of the neighbourhood together and creating new networks, the participation process could contribute to the project goals. An early example of this is UON10 feeling more connected to the neighbourhood and its changes through the participation activities; and the former residents of NWB feeling ownership of the vision they contributed to.

With a successful citizen participation process, benefits are plenty, according to literature (section 2.2), and validated through the interviews and the expert panel. These benefits are precisely what the NWB development needs, and where there is still an opportunity for both NWB and UON to realise these values. UON with the new participation process, and NWB with an additional process that is initiated at this moment. The participation goals of UON show that the participation process will need to play an important part in reaching the overarching goals. Especially the goal to create a strong neighbourhood with citizens, for current and future citizens in physical and non-physical implementations; and the goal of community building.

For these beneficial aspect to arise through participation, the process needs to contain a set of requirements, as has been learned from section 6.2. When the participation process has a clear goal, clear desired input, range of activities, aligned stakeholders, inclusive representation and direct, open and honest communication, the basis for a successful participation process is present.

Interviewees agree that citizen participation can potentially contribute to reaching intangible (socially related) project goals. Different outcomes of participation that are named are: ownership, connection, community building, encounters, feeling heard, mutual understanding, (individual) wellbeing and recognition of the project. The main concern raised with the topic is the uncertainty if these values remain within the neighbourhood when the professional parties leave.

Scale might play an important element in the remainder of those outcomes. As Shirazi & Keivani (2019 p. 463) argue in their research: "the neighbourhood is the practical scale for local authorities to develop and implement redevelopment schemes; these schemes deliver direct societal impacts which could be understood and evaluated under the concept of social sustainability; this concept can serve as a guide for addressing social aspects of new community developments" – using the neighbourhood as the preferred scale for societal impact. Where NWB is a smaller scale neighbourhood, the effects might be in place quicker, where UON is larger in scale and the neighbourhood might have be regarded as building blocks.

The influence of the project actions are very visible in the project goals (NWB), as they are tangible and realized. The citizen participation is visible in the creation of the vision and ambition document (NWB and UON), and citizen initiated tangible elements (NWB). However, the participation needs to be implemented with new/future residents as well as current to be able to contribute to intangible project goals and strengthen the physical implementations. With participation outcomes being in relation to social sustainability (hypothesis, section 2.5) and the project goals and actions aligning with social sustainability, it can be said that the participation process closely influences the social sustainability in a neighbourhood.

Figure 34 shows the relationship of the citizen participation process, to the project actions and goals. Without participation, there is a relationship between the actions and goals, but the success is out of the hands of the project team, and the responsibility (if felt) lies with the citizens. When there is a participation process, the positive outcomes stimulate the relationship between actions and goals, supporting this relationship and the relationship of the citizens with the neighbourhood.
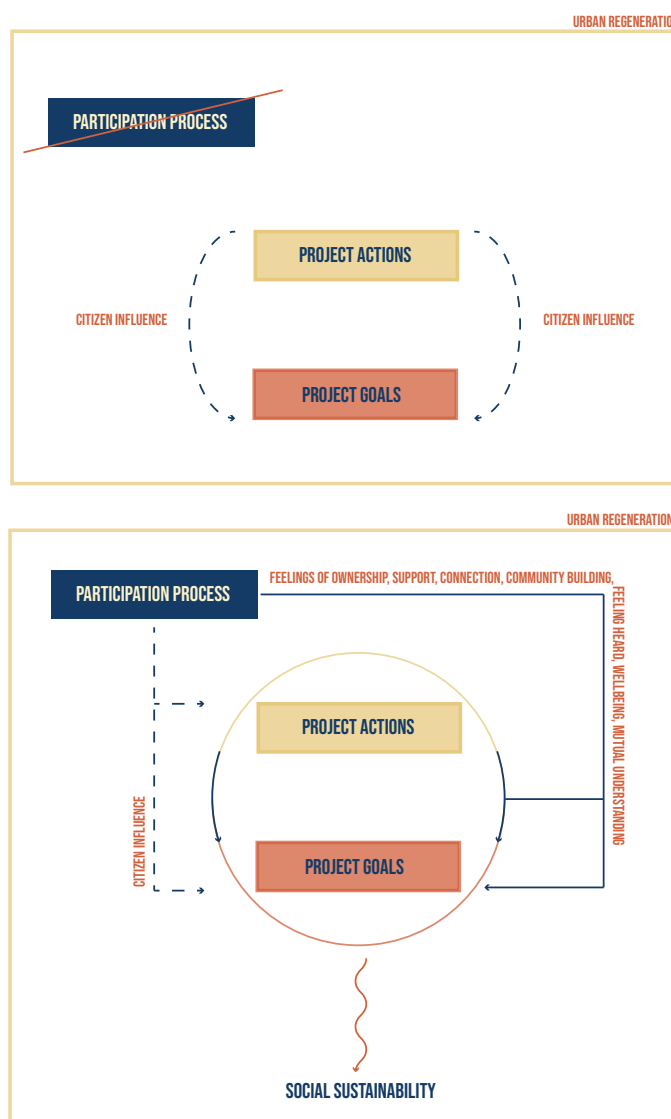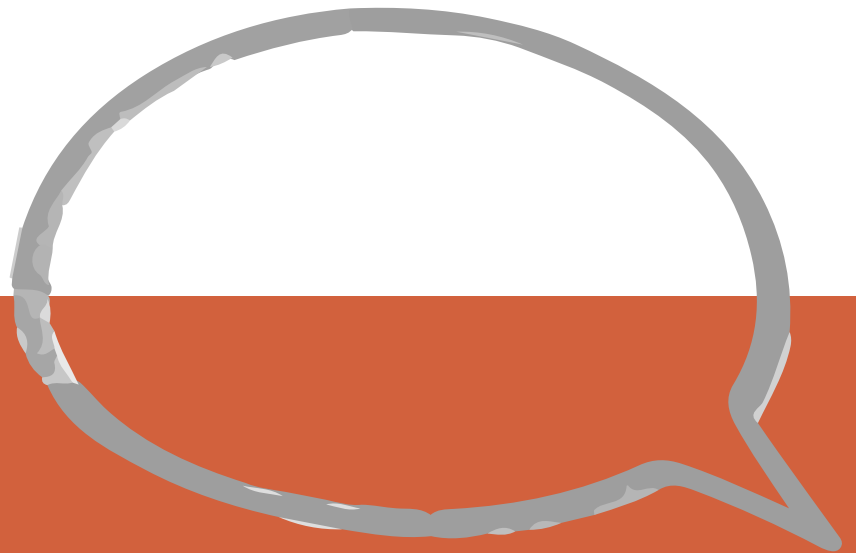

Figure 34. Influence of the citizen participation process on project goals and actions (Own Figure, 2023)

7. CONCLUSION

This chapter will consecutively answer the sub questions and the main research question. Lastly, the results are discussed with the outcomes of an expert panel.

7.1 SUB QUESTIONS

SQ1: "What aspects of social sustainability are covered by the project goals and associated actions set by different stakeholders in the regeneration processes?"

This study shows that when determining the goals and actions for a project, stakeholders need to be aligned in their vision and objectives. This alignment is important for both the project and specifically for the citizen participation process. Agreement within the project team ensures a shared goal, vision, uniform representation and clarity to other parties involved.

The case studies show that in regeneration projects, project goals and actions align with the tangible and intangible aspects and population profile aspect of social sustainability. The goals are dominantly intangible, whereas the actions are tangible. The focus on goals extending further than only physical implementation stems from the earlier neglect of socioeconomical goals in regeneration projects of early post-war neighbourhoods, present complex problems in the neighbourhood, and the specific focus of ERA Contour. Even though the concept of social sustainability is not named in the projects, the goals and actions together are undeniably linked to social sustainability. In this connection, all social sustainability aspects are present and part of the project goals and actions.

SQ2: "How was the citizen participation process shaped during the urban regeneration projects?"

Optimally shaping the private-led participation process results in involving citizens early in the process, after defining the project goals (or at least the outlines) with the project team. From this solid and aligned framework, citizens can influence the vision or cocreate on specific goals and their ideas are truly considered. Communication is abundant, clear, and easy to understand, and includes feedback on given input. Invitations are wide spread and are tailored to different communities aspired to partake in the participation. Activities that follow the invitations are diverse, creative and allow for free thinking and dreaming about the neighbourhood.

Citizen participation in urban regeneration projects is a complex process of alignment between stakeholders and manoeuvring in a context that is burdened with a multi-fold of socioeconomic problems and prejudice about professional stakeholders. Without alignment on values and goals there is no solid base for team work. This unalignment can result in distrust, frustration, and unclarity towards citizens.

This creates a challenge for the participation initiator, the private party, to keep all stakeholders aiming for the same goals and through the same actions, while at the same time working on stakeholder relationships, decreasing distrust, shaping a clear and honest communication strategy, inviting an inclusive representation of the neighbourhood, intentionally listening to participants and using their input in the project.

SQ3: "How have the actions described in SQ1 and SQ2 influenced the outcome of the project goals?"

After categorization of the project goals and actions, it is apparent that the tangible actions are aimed to directly influence the intangible project goals is. Yet, the intangible goals cannot be met through only tangible implementations. Without citizen participation in the project the tangible actions are not inherently connected to the intangible goals. The citizen experience of the participation process, resulting in feelings of ownership and involvement will underline the intangible goals, especially when new or future citizens are included. The citizens are the connection between tangible implementations and intangible experiences. With citizen participation being the key to realizing intangible project goals, and both participation and project goals sharing connections to social sustainability – the participation process seems to be the key to social sustainability in a neighbourhood.

7.2 MAIN RESEARCH QUESTION

"To what extent can the private-led citizen participation process during regeneration projects influence social sustainability in a neighbourhood?"

It has become evident that the private-led citizen participation process is an essential element in a regeneration process to connect tangible project actions to intangible project goals. The data collection shows that when the participation process is executed well, it does contribute to values such as ownership, connection, community building, encounters, feeling heard, mutual understanding, (individual) wellbeing and recognition of the project. As the tangible project actions alone are not enough to fully reach the intangible project goals, it is these values that derive from the participation process that need to be inherently part of a project.

With a fitting participation approach for a neighbourhood and clear and honest collaboration, the private party can be seen as a guide, supporting residents in establishing new networks and caring for their new environment. This ensures the realization of benefits associated with participation, increases the chance of reaching intangible project goals, and betters the project overall which is beneficial for all stakeholders. With the outcomes of citizen participation overlapping with the social sustainability aspects, and their support in intangible project goals – it can be said that the influence of private-led citizen participation on social sustainability in the neighbourhood is substantial.

There is great responsibility assigned to the private party by being in charge of the citizen participation process. The task at hand needs to be mutually attractive for the private party and citizens. The incentive for the private party is found in a decrease in project controversy, mitigating citizen resistance, increasing chances of project successfulness and with that underlining a successful business case. In this business case the real estate needs to be the driver for the investments in citizen participation (time, money, employees), and at the same time the driver for additional short term neighbourhood investments that can support a trustful relationship.

Specific attention needs to be paid to the element of distrust, representation of citizens, and inclusion of new or future citizens in the participation process. It in these aspects that the empirical data show that there is the most friction in the citizen participation process and that these aspects halt the overall process.

7.3 RESULT VALIDATION - EXPERT PANEL

The expert panel yielded new results concerning the research, see Appendix G for an overview of the outcomes. A presentation was held to inform the members of the panel of the contents and outcomes of the research. After each presentation section, the respondents were asked to fill in questions concerned with the topics presented. The focus was concerned with interpreting the relationship between social sustainability and the participation process, determining a successful participation project and identifying drivers and barriers for private stakeholders to invest in citizen participation.

A possible relationship between citizen participation and social sustainability is seen in the outcomes of participation. The expert panel mainly names feeling of ownership, creation of social cohesion, feeling part of the neighbourhood and spontaneous meetings as connecting factors between the two concepts. These outcomes that the panel has experienced are in line with literature theories, and the conclusion of this report. Continuing, the expert panel regards a participation process successful when as much citizens (all) are heard, and the stakeholders in the project are content with the process. Additionally, a project is successful when a feeling of ownership has been created.

Drivers for a private party to invest in participation were named as creating a better fitting project for a neighbourhood, to be involved with the neighbourhood you are working in and to get to know the citizens in a neighbourhood and contribute to their wellbeing – partly overlapping with the citizen participation goals discussed. Barriers were concerned with agreements made in the beginning of the project (boundaries), time, money, and a disrespectful process. The limit for these barriers was determined to be project specific.

8. RECOMMENDATIONS

As an outcome of the research, recommendations can
be made to support private parties in their participation
process with the upcoming of the Environmental
and Planning Act 2024 and increase the chances
of the process contributing to social sustainability
in a neighbourhood. The recommendations show
a timeline of preferred actions to shape the citizen
participation in a way where all stakeholders will
benefit. Implementations are aimed at improving
the collaboration between professional parties, and
collaboration with citizens – as the research shows
that the relations between stakeholders is where the
most friction arises. Lastly, a few trust increasing
activities are recommended, as derived from the
case studies.

8.1 BEFORE PARTICIPATION

The main recommendation to take into account and that overarches all the others is:

WORK WITHIN THE UNIQUE CONTEXT THAT EACH NEIGHBOURHOOD HAS AND TAILOR THE PARTICIPATION PROCESS TO FIT THAT SPECIFIC NEIGHBOURHOOD AND PROJECT.

ALIGN VALUES AND PROJECT GOALS
– INTERNAL PROJECT TEAM

To set the right tone at the beginning of a project, before starting the participation process, the stakeholders need to align their goals, values and objectives for the overall project and for the participation process. With alignment between stakeholders, a basis is created to fall back on during the whole project, creating a supportive framework of agreements.

To reach alignment and agree on joined goals and actions for a project, each stakeholder will need to elaborate on their personal goals, values and objectives. This will spark a conversation between stakeholders, with insight into different viewpoints. This will contribute to understanding different objectives and a more nuanced position to different stakeholders.

Concrete measures: invest in conversations based on openness and trust. Emphasise the importance of this to the other stakeholders and explain why you are building a collaboration foundation in this manner.

INVEST IN TEAMBUILDING
– INTERNAL PROJECT TEAM

Use the conversation to start building a project team. With mutual understanding, trust, and openness in the project team, a project is off to a much better start then when there is no alignment and distrust. Team building investments will be worth the time and means when a project commences smoothly. When needed, team building can be expanded further than the alignment conversation, by organising additional activities, e.g. personality tests, work styles, or a playful activity.

Concrete measures: use team building exercises or plan a short excursion to get to know the project team om a slightly more personal level.

PROJECT ALIGNMENT WITH CITIZENS
– INTERNAL PROJECT TEAM + CITIZENS (ORGANIZATIONS)

In this alignment and team building, it is not advised to include citizens. If feedback on the goals is desired, or demanded by citizens, strive to involve citizen organizations. Only when the internal project team

is aligned in ways of working, ambitions and actions, they can choose to involve citizens. For example, in NWB the professionals aligned in ways of working, responsibilities, real estate numbers, citizens involved in visionary lines and broad project goals before involving citizens. When informing citizens of the project goals and ambitions, ensure that the logic line of why and how the project goals have come about is clear.

Concreate measures: start an interactive session or conversation with the citizen organizations to update and inform them on the taken decisions and alignments. Be sure to communicate clearly and indicate where there is room for input now or in the future.

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With alignment in goals and actions, the framework for a project and therefore for the participation is clear. There is no room for discussions about 'what-ifs' and other possibilities. Alignment like this presents the project team as a coherent party towards the public and helps with clarity in the process.

After the initial alignment, it is time for the participation process, to use the input of citizens to concretely shape or better a project. Ensure for flexibility, time, and man power in the process. The project team needs to be motivated and eager to use citizen input to shape the project.

When designing the participation plan, clarity within the project but especially towards citizens is essential. It needs to be clear what for, how, when, and why citizens are participating. Especially when different participation goals are happening at the same time, for different projects/ambition documents/visions, clarity is needed. This clarity needs to be underlined by a solid structure to fall back on during the citizen participation process. The pointer below help shape this structure and create the foundation for the process.

WHY

It needs to be clear to citizens why they are participating and why their input is needed for the project.

WHEN

What is the place of the participation process within the whole project planning? This needs to be clear, and can show the relationship of the participation and the project to citizens. This also involves communication about different participation moments, feedback moments, information moments, etc.

WHAT

Even more, it needs to be clear what citizens are participating for. When there is participation happening for different projects or different documents, it needs to be clear and easy to understand what the difference is and what input is going where. A project team could chose to work with participation based on areas (city part, neighbourhood, street, building block), based on themes (greenery, mobility, housing), or based on project parts (vision creation, or detailed input).

HOW

The participation form and influence is important, and need to be clear beforehand. Activities can be organised in a range of different choices, however this research found that fun and creative activities work best to establish collaboration and contribute towards citizen networks.

8.3 DURING PARTICIPATION

The citizen influence through the activities need to communicated as well. With a mismatched expectation and reality, citizens could become disappointed or frustrated in the process when it becomes clear that their input it limited.

WHO

After determining the why, when, what and how, citizens need to be invited. Means to reach a certain audience need to be tailored to this specific audience, think about online, offline communication, actively seeking participants when visiting a community building (church, community centre, sports club). Especially in heterogeneous neighbourhoods, different backgrounds and different education levels need to be taken into consideration. When aiming for a representative view of the neighbourhood, one must ensure that invites are understandable for as much citizens as possible. Any gaps in representation can be filled with even more proactive invitation. The invitations can be strategic to let specific building blocks or smaller sections of a neighbourhood meet, focus on the connection between tangible and intangible with the scale of the participation activities and corresponding invitation.

It is important, if applicable, to ensure a demarcated role for the citizen organisations of a neighbourhood. In this way, there is no discussion about their role and influence during the process, and there is still a place for the organization to give their input and feedback. The role can be strategic, and the professionals can use the organizations to reach more citizens, check the participation plan, or ensure more support for the project if the organizations are on their side.

During invitation and during the whole of participation process, there needs to be continuous communication between citizens and professionals. This communication needs to be open and honest about the process, communicating changes, influences, and reporting back. Besides this, communication will need to be consistent, following the process:

KEEP THE CONVERSATION OPEN

During the participation process, communication needs to be in place about the why, when, what and how of the process. This includes the progress of the project. As with the communication and invitation before the participation process, this communications needs to be inclusive and wide spread as well.

Concreate measures: use the structure build in the design of the participation process as a continuous basis and use the channels that citizens have been invited through to keep the conversation going.

ACTIVELY WORK ON THE RELATIONSHIP (TRUST)

This can be firstly be done through all of the above steps. With alignment, clarity, and communication the basis is put down for trust to be build. Without the openness that these measures ensure, it is becomes easier for citizens to be wary of the professional party, and at the same time for professional parties to be wary of each other. Trust is hard to gain, and easy to lose. This underlines the importance of those measures, and with that, the importance to be consistent and persevere through initial distrust. Especially in neighbourhoods with a lot of involvement of officials, who are often not bearers of good news, citizens need time to warm up to professionals. The image of the hit-and-run developer undermines the position of the developer as well, adding to the challenge that this image needs to be defeated.

Concrete measures: use the same tactics as discussed in the early alignment phases: open and honest conversations and possible team building exercises.

8.4 AFTER PARTICIPATION

SHOW YOUR COMMITMENT (INVEST IN THE CURRENT NEIGHBOURHOOD)

To break through the image of a hit-and-run developer, it is needed to show commitment to the neighbourhood. UON shows great examples of investing in the neighbourhood at the present time, while also continuing to towards the future in their participation process. The current investments show a commitment towards the neighbourhood to improve the current situation and not only be interested in the future developments and big pictures. Additionally, realizing smaller and local projects provides an opportunity to start new conversations and add to the participation.

Commitment can also be shown trough official documents and agreements. However, this is only paperwork and does not show the real commitment.

Concrete measures: the investments of the Werkplaats in current neighbourhood problems to fix them through quick solutions shows that commitment is present. Measures like this can help to show commitment.

CLOSE THE FEEDBACK-LOOP

After the participation process, there needs to be communication about how and where the citizen input is used, and why certain input may not have been used. This ensures transparency in the process, and can be seen as a natural end to the participation. Depending on process design, this could be done in intervals during the timeline, or for specific themes or areas.

All in all:

ACTIONS SPEAK LOUDER THAN WORDS!

BEFORE PARTICIPATION	DURING PARTICIPATION	AFTER PARTICIPATION

01 ALIGN VALUES & PROJECT GOALS

INTERNAL PROJECT TEAM

CONVERSATIONS FOCUSSED ON TRUST AND TRANSPARENCY.

01 CONTINUE CONVERSATION / COMMUNICATION

TOWARDS CITIZENS / NEIGHBOURHOOD

BASED ON THE PARTICIAPTON DESIGN, CONTINUE THE COMMUNICIATION OUTWARDS. BE OPEN TO FEEDBACK OR CHANGES.

01 CLOSE FEEDBACK LOOP

TOWARDS CITIZENS / NEIGHBOURHOOD

FINISH THE PARTICIPATION PROCESS BY SHOWING HOW CITIZEN INPUT IS USED AND WHY.

02 INVEST IN TEAM BUILDING

INTERNAL PROJECT TEAM

ADDITIONAL GROUP SESSIONS, FOCUS ON SEEING THE PERSON BEHIND THE JOB TITLE.

02 ACTIVELY WORK ON RELATIONSHIPS

INTERNAL PROJECT TEAM AND OUTSIDE OF PROJECT TEAM

USE GROUP SESSIONS OR SPECIAL ACTIVITIES TO WORK ON RELATIONSHIPS WHERE NEEDED.

03 ALIGN PROJECT GOALS

INTERNAL PROJECT TEAM AND CITIZEN INPUT (ORGANISATIONS)

CONVERSATIONS, CREATING CLARITY ABOUT GOALS. OPTION TO INVEST IN TEAM BUILDING AS WELL.

03 SHOW NEIGHBOURHOOD COMMITMENT

INTERNAL PROJECT TEAM

SHOW COMMITMENT THROUGH QUICK ACTION OR INVESTMENTS IN NEIGHBOURHOOD, OR LEGALLY COMMITTING TO A DEVELOPMENT.

04 DESIGN PARTICIPATION PROCESS

INTERNAL PROJECT TEAM OPTION TO INCLUDED REPRESENATIVE CITIZENS

WHY WHY ARE YOU STARTING A CITIZEN PARTICIPATION PROCESS? GOAL AND DESIRED INPUT NEED TO BE CLEAR FROM THE START.
WHEN WHEN ARE YOU INCLUDING CITIZENS DURING THE PROCESS? DEFINE ALL INPUT MOMENTS THROUGHOUT THE PROCESS, BEGINNING THROUGH END.
WHAT WHAT ARE THE TOPICS CITIZENS CAN GIVE INPUT ON? DEFINE DIFFERENT PATHS OF PARTICIPATION - E.G. PARTICIPATE FOR GREENERY, A BUILDING, OR..?
HOW HOW ARE THE PARTICIPATION ACTIVITIES SHAPED AND WHAT IS THE CITIZEN INFLUENCE? DIFFERENT ACTIVITIES AND INFLUENCE ATTRACT DIFFERENT GROUPS.
WHO WHO IS PARTICIPATING? WHAT MIX OF RESIDENTS IS REPRESENTATIVE FOR THE NEIGHBOURHOOD? FOCUS ON SMALL AND LOUD VOICES.

COMMUNICATION AND CLARITY IS KEY. A WELL-DEFINED FRAMEWORK THAT IS REPRESENTATIVE FOR THIS CONTEXT WILL ACT AS A SUPPORTIVE BASIS.

Figure 35. Sustainable citizen participation process recommendations (Own picture, 2022)

9. REFLECTION

The discussion places the research in the context of its implications, validity, and touches upon further research opportunities that are present following this research. After this part the reflection as required by the Master of Science Architecture, Urbanism & Building Sciences is set out, following the Graduation Manual questions (TU Delft, 2023).
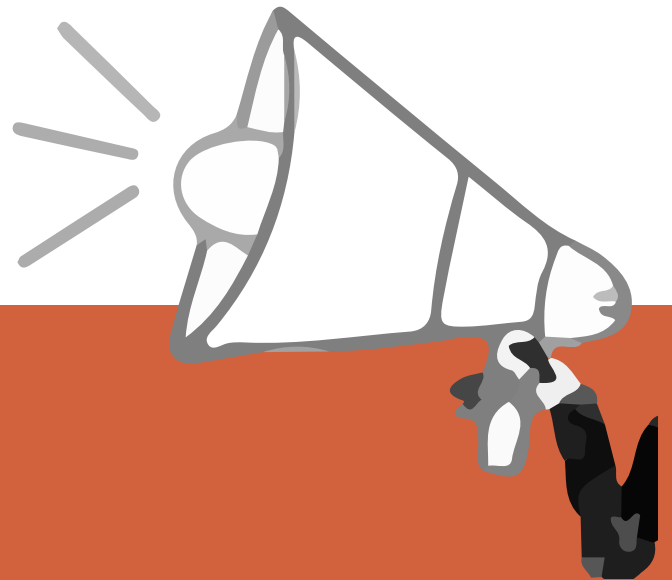
9.1 IMPLICATIONS

The new Environmental and Planning Act leaves room for interpretation about how and when to implement citizen participation, creating an environment with high risk of disappointment for all parties involved in the participation process. With answering the main question to this research, professionals have a starting point to implement participation in an inclusive and well-founded way, and a way to ensure different values are implemented in a project. At the same time, when professionals carry out participation in this way, citizens are benefitted with a process where they are heard, reducing frustration and resistance, and increasing social sustainability in the community.

ERA Contour has their own ways of working, which are not widely present in the world of private developers. This underlines the need for making the participation process attractive and stimulate private parties to follow the inherent inclusion of citizens in regeneration processes.

The recommendations could be interpreted as obvious and a basis that is naturally in place for each project. However, this research shows that this is not yet the case, rendering the recommendations to be still relevant. Through the expert panel, the question was raised why projects are still unsuccessful regarding these recommendations. Answers were mostly in line with having to work with different stakeholders, and their values and objectives. There are also mutual prejudices and distrust. This underlines the importance for that early alignment. With attention redirected to project elements that should be inherently incorporated in the process, the recommendations are a valuable reminder for private parties in the process. Especially when the aim to let the citizen participation process contribute to intangible project goals and social sustainability, the recommendations need to be taken into account.

Even though the research focusses on the private sector, the recommendations are relevant enough for other parties to use, or at least be aware of. The process can create new challenges for e.g. architects and urban designers and the role they can play in further connecting tangible and intangible aspects in a regeneration project. The recommendations of this research could be seen as an obvious project elements. However obvious they may seem, the research shows that they are not inherently part of a project, and elements as alignment, communication and building trust still need attention.

9.2 VALIDITY

The validity of the research shows in the relation between the empirical data findings and findings from literature. In the cross case analysis, findings from the empirical data collection are compared to findings within literature. It becomes clear that both findings overlap and show consistency throughout the research. This underlines the empirical outcomes.

Additionally, the validity shows through the guidance of both the mentors from the university and the mentor from practice. With their knowledge about the concepts, outcomes are validated through expert eyes. This has also been done through the expert panel hosted on the 22nd of May 2023. With expert thoughts on the concepts and outcomes, the research has become more rooted in practice and is more validated.

Especially with the guidance from the private party, the recommendations are more practise focussed, making them seemingly easier to implement for professional parties.

9.3 TRANSFERABILITY AND GENERALISATION

The research findings come from two cases that are subject to the ways of working of the internship company ERA Contour. This makes the findings specific for this context, while at the same time these ways of working provided a research context in which the needed conditions to answers the research questions existed. When reflecting on the transferability of the research, the theoretical framework and empirical data need to be reflected on separately.

The theoretical framework shapes a coherent overview of the main concepts, and operationalizes these to an extent. This part is rooted in the current scientific view of the concepts, and therefore can be seen as transferable. The empirical findings are tested against the theoretical framework of the research, and therefore tested against a larger context and relevant literature – either underlining or questioning the findings.

Considering the generalisation of the findings, it is apparent that the empirical findings find themselves at the centre of the literary debate regarding influences of the citizen participation process, its outcomes, and social sustainability. This generality makes the findings more transferable and positions the research firmly in the current debate.

Even though the empirical findings are positioned into the literary debate and regarded as broad findings, they are still the product of the analyses of only two cases. One of these cases provided the context to reflect on the full process and outcomes of the process; the second case provided the context to analyse a complex stakeholder collaboration. Both cases were valuable to the research, providing different information while at the same time overlap was present. However, as the cases different in phases and their information present to be analysed, there was little cause for the two cases to fully relate to each other. The relationship transpired into one where the lessons from one case can be transferred to the other case, and where overall lessons could be learned from both cases.

Lastly, when presenting the findings of the case analysis and the interpretations, the expert panel did confirm the main lines of reasoning through their experience in other cases. The recommendations in this research can also be interpreted as quite general and broad – to be implemented in any project that is using citizen participation. This indicates a broader transferability and generalisation than expected.

All in all, with the case differing in their phases and respected possibility to be analysed, the transferability and generalisation needs to be handled critically. The findings of this research need to be positioned in their context. Therefore, a research with a more extensive empirical data collection would be needed to be able to produce fully transferable project results.

9.4 FURTHER RESEARCH RECOMMENDATIONS

After completion of the research, several recommendations can be given for further research concerning different topics. These recommendations for further research find their origin in assumptions made during the research, and questions that came up.

When regarding social sustainability, further research could determine when social sustainability has been reached – when is there enough of the different aspects to say that a place is socially sustainable? A more concrete idea of the result of the different aspects would be beneficial and could place this research on a more measurable scale. Alongside defining when social sustainability has been achieved, is the longevity of the concept – is it inherently long term? Or does it change after professional parties have left and aren't there to guide residents? What is its course of action after the initial steps have been made?

Additionally, research about the citizen experience in the participation process leading up to social sustainability can be researched. What experiences contribute to a beneficial process, and what aspects disregard a beneficial process? This research touched more on general process elements, and not on the citizen experience in-depth.

With the focus on the citizen experience, a side step can be the result of a distrusting relationship on that participation experience of the citizen, or even the professional parties. Could distrust for instance undermine a whole participation experience and with that undermine social sustainability?

9.5 AUBS REFLECTION

Then, the difference between neighbourhood improvement on paper and in real life is a research addition that can be made. With regeneration, neighbourhoods often quickly improve on paper (mixed residency, higher income, etc), but is this the same in real life?

Lastly, can the fast and complex problems in the early post-war neighbourhoods be solved through regeneration projects, even if they are intensive? The problems are so complex in nature, and often politically charged, or part of country wide problem that a neighbourhood regeneration project seems too little in this totality. An interest research topic would be the position and effect of these kind of regeneration projects in regard to national problems and the influence on this.

This reflection is based on the required student reflection from the Delft University of Technology AUBS master.

What is the relation between your graduation project topic, your master track (Ar, Ur, BT, LA, MBE), and your master programme (MSc AUBS)?

The topic of social sustainability and the private led citizen participation process is highly relevant when regarding the upcoming new Environmental and Planning Act 2024, which will shift the participation responsibility to the private stakeholders. With Management in the Built Environment, students learn about the many stakeholders and what a process of a construction project consists of, and what risks and opportunities can be identified. As the research focuses on the process and (social) outcomes, this lies within the field of MBE. With the expertise of Yawei Chen (UDM) and Darinka Czischke (REM) combined, a broad basis of knowledge is present about social sustainability and citizen participation, in the context of urban regeneration and early post-war neighbourhoods. Their support positions the research even more within the field of MBE. Citizen participation is a topic that is covered within the MBE curriculum, however, rarely in relation to social sustainability – only in a specific elective course. By continuing on the knowledge gathered from the master track and deepening this, and connecting it to a possible outcome, the graduation topic automatically connects back to the master programme, as all master students will be in contact with citizen participation.

How do you assess the value of your way of working

The reflection of my way of working will be covered with separate sections below.

Theoretical framework
With the start of the research and identifying the main concepts and their relationships, the process was challenging. The approach was mainly to find literature as broad as possible within the framework of the research, to get a coherent overview of the concepts. This was an intense process, but did ensure a clear operationalization framework – which proceeded to be valuable to be able to analyse the empirical data. This process was pushed my mentor, which was just what I needed. When immersed in the theories of your research, I forgot that other people do not share this rich back ground. When conducting

interviews the operationalization proofed valuable to ensure everyone was talking about the same thing. However, still, not everyone knew exactly what was meant with the concepts, or even interview questions. It proofed challenging to redirect this.

Methodology
When continuing to the methods, I sometimes forgot that I am just one researcher, with limited time to carry out the research. The methodology presented at the P2 contained too much data collection techniques. During the data collection process I tried all techniques, however I encountered that they did not all live up to their expectations – more on this under *Data collection*.

Still, the combination between literature, empirical data, and the opportunity for an internship complemented each other. Especially the choice for an internship allowed me to structure the methodology around this, and go in-depth with the two case studies.

One aspect that I should have paid more attention too, was how to incorporate the resident view. Before the data collection, I was optimistic. However both cases presented difficulty of reaching the citizens you aspire to reach. This setback forced me to be creative, and seek out other indirect stakeholders that could provide a similar view.

Data collection
Starting with the surveys, the response rate was less than 10% and did not contain any citizens had had been part of the participation processes. This rendered the surveys unusable as a reliable source for the whole interview. They were only usable to underline additional data about the neighbourhood by showing citizen experiences.

I also attempted street interviews, with a main goal to support survey outcomes and represent the citizen experience. However, when I was out on the street, I was unable to carry out the interviews: it was very hard to reach out and connect with citizens, and they did not seem interested. This resulted into the street interviews falling through as well.

Both attempts were great lessons, as well as learning how to set up and carry out surveys as the fact that it showed me that it is better to deliberately and consciously choose a focussed approach, rather than trying everything at once.

Once that one technique was found (semi-structured interviews) the data collection was more stable and in the end all information needed was collected. The interviews were very enjoyable and I learned a lot from the different conversations. As touched upon earlier, the operationalization was needed – however there were still moments where re-alignment was needed so everyone understood the concepts. Communication is very important – this also showed in the communication regarding the data analyses. Some interviewees were shocked about their interview transcript, and additional measures (to the Informed Consent Form) were taken to ensure their safety and well-being.

Lastly, as Utrecht Overvecht is a case that is continuing during the research, there were a lot more nuances to the process than with Schiedam. Additionally the project team is a lot bigger (more stakeholders) and easier to reach. As a result, the amount of interviews for Utrecht is almost double than those of Schiedam. I believe that both cases are analysed and set apart equally, however the information used for Utrecht has been confirmed by more parties.

Data analyses
The data analyses was at times challenging. With the interviews, there is emotion attached to the conversation, as well as facial expressions and voice intonations. This is all lost when transcribing an interview – it becomes just text. With the analyses and continuous rereading of the interviews, the emotions were still present within my head, however, this needed to be translated to the research. This translation was sometimes difficult to keep scientific, and a lot of overlap and interrelation had to be present to ensure that the finding was valid (and not only based on a feeling).

Overall research / graduation approach
Lastly, the approach to the whole research the past 10 months has been very structured and planned. This helped me to feel in control of the process, but did not guarantee a stress free process. Especially the data collection and analyses took a lot longer than anticipated, and a lot more head space than expected. This caused the end of the research to commence a bit less structured and more last-minute actions.

How did your research influence your design/ recommendations and how did the design/ recommendations influence your research?

The whole research can be regarded as an iterative process. Especially with the methodology changing throughout the research, the recommendations may have ended up differently than anticipated at the start of the research. The research parts have been influencing each other throughout the whole process of writing the thesis.

A clear example that comes to mind about a research aspect influencing the recommendations is the following. With no overall in-depth view of the resident experiences in the participation process, and the usage of alternative interviewees, the recommendations focus less on the resident experience and point of view. The focus has shifted towards a full professional party's view point.

Additionally, the theoretical framework became more focussed during the research, as it became more clear what the focus exactly was, and what information was needed to be able to successfully prepare the data collection. As a result the recommendations will be more focussed as well.

Lastly, mentor feedback has been an important influence on the research and the product. The guidance pushed me to think critically about the data, the methodology and the analyses. At times it was difficult to incorporate all feedback, as the critical questions sometimes fell outside of the scope of the research. Even though that particular extra information did not end up in the report, it did make me think about associated themes. This has definitely influenced the research.

How do you assess the academic value of the research?

Previous studies focus on either aspect of the research question, addressing the importance of citizen participation, or addressing social sustainability. However, they differ on how to achieve the optimal form of participation and implement social sustainability at the same time. Exploring the how of participation, in such a way that social sustainability is integrated has not been done yet. It is this gap that the research will close and contribute to.

Ethical issues and dilemmas.

The reaction of an interviewee regarding their transcript and what they had said could be seen as a moral issue. As my communication as researcher has apparently not been clear enough towards the interviewee, they experienced emotional turmoil (feeling of unsafety) as a result of reading their transcript and not understanding how this was going to be used. Through an extensive phone call, hearing their worries and coming up with an additional set of data protection measurements, they worries were diminished and the data could still be used. This was a big lesson for me, and I am glad that we were able to resolve the issue through additional measures and open and honest communication.

As touched upon before, the case of Overvecht is continuing after this research is completed. The research covers sometimes delicate relationships between different stakeholders. This report is not meant to polarize or instate any disagreement. Even though the data is conclusive and findings are presented with multiple sources, the findings can be interpreted as harsh. My position as researcher allows me to make observations and incorporate these in a valid and well-founded manner. With the internship, the research could be interpreted as a work of ERA Contour, this is not the case. The research needs to be regarded as the master thesis that it is, with observations made by the researcher put in the greater perspective and literature. If anything, I hope that relationships are reflected upon after publishing this report and that future projects may better from it.

What are main take aways for the researcher from the graduation process?

I believe that a graduation project like this is the first time you face such a challenge on your own (study/ work related). It is valuable to have learned that I am capable to take on such a challenge, but at the same time it has made me grateful for all the group projects I have done in the past, and will be part of in the future.

While I am grateful to have had this experience, it has made me realize that sometimes immersing yourself too much in study related work is not a good thing. I am a big advocate of a less stressful study career, however I get caught up too much in my projects as well.

Lastly, the internship experience has been very valuable. To be able to learn from experiences of people that have been in the industry for a while is very interesting, and a good addition to the whole experience of graduating. It also provided me with extra guidance from my mentor of the company, which looked at my products and process in a way that complimented the academic of my other mentors very well.

Have the personal development goals been met through the graduation project?

My personal goals were: to fully understand the main concepts of the research and their difficulties; to improve my writing; to analyse data and conduct interviews. I have definitely grasped the main concepts of this research – as is needed to be able to position yourself and the research in a coherent way. My writing has improved, with a lot of help from my company mentor (thank you). I still sometime write in weird constructs, and I noticed that with more pressure and stress my writing quality immediately decreases. However, I aspire to end this research with a writing style that I can be proud of. Lastly, analysing data has proven to be difficult. Especially with interpreting emotions that are associated with the project and process, and objectively translating these to the case analyses. The operationalization of the concepts has helped with understanding the interviews and data better, however the concepts and their indicators could still be vague and hard to interpreted. The interviews were a learning process. For the first few I was very nervous and clung to my questions. However, during the research I got more comfortable to let the questions go, and go along with the interviewees. I still had to pay attention and make sure I got the data that I needed. Overall I managed to do so, however sometimes I got carried away in the interview.

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11. APPENDIX

A. SOCIAL SUSTAINABILITY ASPECTS COUNTED

	Aspect	Times mentioned in associated literature
1	**Social Equity**	Viiii
2	**(Community) participation**	Vi
3	**Social relations and interaction (cohesion)**	Vii
4	Wellbeing / quality of life	Iiii
5	**Safety**	Iiii
6	Sustainability of community	Iiii
7	Local / citizen democracy	Iii
8	Social inclusion	Iiii
9	**Sense of place / belonging**	Iii
10	Social capital	Iii
11	**Housing satisfaction**	Ii
12	**Neighbourhood satisfaction**	Ii
13	Social network	I
14	Cultural expression	I
15	Existence of informal groups	I
16	Level of influence	I

B. OPERATIONALIZATION OF THE CONCEPTS CITIZEN PARTICIPATION AND URBAN REGENERATION

Concept	Variables		Indicators (partly based on (Shirazi & Keivani, 2019) and own interpretation based on the theoretical framework)
Social sustainability	Population Profile		Age / gender distribution
			Ethnicity mix
			Length of residency
			Household size
			Household type
			Household ownership
			Household income
			Employment status
			Accommodation type and characteristics
			Education status
	Tangible	Density	Population density
			Gross residential density
			Net residential density
			Floor Area Ratio
			Coverage
			Household density
		Mixed land use	Gross residential/non-residential area ratio
			Net residential/non residential area ratio
			Different land use types, such as, commercial, green space, office etc (size and number)
			Number of mixed use buildings/plots
			Pattern of mixed use
			Number and distribution of services
			Density of services
		Urban pattern and connectivity	Intersections density
			T junction density
			Street density
			Street length (max, min, average, median)
			Number of cul-de-sacs
			Block size (max, min, average, median)
			Lot size (max, min, average, median)
			Number of public transportation stops
			Length of pedestrian paths
			Length of cycling paths
			Integration and choice
		Building typology	Floor are of houses
			Build-up to plot area ratio
			House types percentages
			Building height percentage
		Quality of centre	Open space size

				Connectivity
				Land-use pattern
				Urban furniture
			Access to facilities (equity)	Spatial distribution of urban facilities, such as, small shops, super market, chemist, post office, etc.
				Walkability to facilities
				Median distance to each urban facility
		Intangible	Social networking & Interaction	Number of neighbourly interactions
				Kind of neighbourly interaction
				Number of clubs/societies present in the area
				The amount of people part of these
				Number of neighbours known by name
				Number of friends in the neighbourhood
				Number of neighbours (frequently)visited
				Asking help from neighbours
				Exchange of help and support with neighbours
				Kinds of tasks neighbours do for each other – e.g., gardening, cooking, babysitting, etc.
			Social equity	Equal (real) opportunity to – get to school, get a job
				Be offered the same chances
			Safety & Security	Amount of crime
				Amount of violence
				Feeling of safety by day
				Feeling of safety by night
				Feeling of safety different in certain areas
				Feeling of safety of open spaces
				Safety of pavements and sidewalks
				Children safety on the streets
				Being victim of crime / violence
				Amount of police in the area
			Sense of attachment	Feeling of attachment to neighbourhood
				Feeling of pride towards neighbourhood
				Feeling of being at home in the neighbourhood
				Desirability of neighbourhood
				Desire to leave the neighbourhood
			Participation	Knowing about community-based organisations
				Membership/active involvement in these organisations
				Participation in activities in the neighbourhood
				Being involved by local authorities
				Responding to consultation requests / local authorities
				Being aware of neighbourhood problems
			Quality of neighbourhood	Perceived quality of the neighbourhood
				Perceived quality of the buildings
				Perceived quality of the public spaces
				Cleanliness of neighbourhood
				Lightning in neighbourhood
				Maintenance of the environment
				Reputation
				Perception of building crowding
				Perception of population crowding
				Satisfaction with noise pollution/neighbours/cleanliness of neighbourhood/street lightning/maintenance of public spaces/traffic congestion
			Quality of home	Perceived quality of home
				Satisfaction in the home
				Feeling of privacy
				Nuisance
				Desire to move out of home
				Feeling of the house being a home
				Reasons for moving
Citizen participation			Initiators of the process	Number of stakeholders in the process
				Kind of stakeholders
				Background from which a stakeholder acts
				Stakeholder management strategies
				Areas of conflict
				Areas of shared vision

		Presence of shared project vision and/or definition
		Solutions for problems raised
	Participation activities	Core business of the stakeholder
		Project aim for the stakeholder
		Project objective for the stakeholder
		Personal values of the stakeholder
		Company values of the stakeholder
	Participation level in activities	Extent of citizen involvement
		Way of invitation
		Number of times citizens were involved
		The way citizen input is considered
		How did the citizen input end up in the finished project
	Plans and goals for participation	At what point (could be several) were citizens included in the project
		How were other stakeholders involved in this process
		Definition of the process
		(Social) aims for the citizen participation process
		Actions to realize social aims
		Governmental relationship with the stakeholder
		Present policies in the area
		Influence of these policies on the participation process
		Amount of flexibility in the process
	Citizen inclusion and invitation	The way in which citizens were included in the project – could be multiple
		Overall role of the citizens
Urban regeneration	Social	See social sustainability above
	Environmental	Not part of the research scope
	Economic	Not part of the research scope
	Participation	See participation under social sustainability

C. DATA MANAGEMENT PLAN

DATA MANAGEMENT PLAN - Plan Overview
A Data Management Plan created using DMPonline

Title: Social sustainability through citizen participation in regeneration neighbourhoods
Creator: Lisa Kappers
Affiliation: Delft University of Technology
Template: TU Delft Data Management Plan template (2021)
ID: 114388
Start date: 13-02-2023
End date: 28-06-2023
Last modified: 22-01-2023

Social sustainability through citizen participation in regeneration neighbourhoods
0. Administrative questions

1. Name of data management support staff consulted during the preparation of this plan.

My faculty data steward, Diana Popa, has yet to review this DMP. This will be scheduled beginning of February.

2. Date of consultation with support staff.

Question not answered.

I. Data description and collection or re-use of existing data

3. Provide a general description of the type of data you will be working with, including any re-used data:

Type of data	File format(s)	How will data be collected (for re-used data: source and terms of use)?	Purpose of processing	Storage location	Who will have access to the data
Qualitatitive interview recording, including name, age, company name, work position, personal views	.mp3	interview recordings	primary input for masters thesis to answer research questions. personal details are needed for context and possible unexplored relationships between a personal detail and view . the bigger contribution is to find the connection between social sustainability and citizen participation.	Personal computer, protected with a password and folder is protected with a password	The researcher (myself)
Qualitatitive interview transcription, including name, age, company name, work position, personal views	.docx	transcribed from interview recording	primary input for masters thesis to answer research questions. personal details are needed for context and possible unexplored relationships between a personal detail and view . the bigger contribution is to find the connection between social sustainability and citizen participation.	Personal computer, protected with a password and folder is protected with a password	The researcher (myself)
Case study documents	.docx / .pdf	retrieved from internship company	primary input for masters thesis to answer research questions.	Personal computer, protected with a password and folder is protected with a password	The researcher (myself)
Quantitative survey data	.docx / physical documents	retrieved from conducting quantitative surveys in the case study neighbourhoods	primary input for masters thesis to answer research questions. to gain an overview of the experience of the residents about the local citizen participation process, and to find residents willing to participate in a semi-structured interview. the bigger	Physical files will be in the home of the researcher. Copies will be on the personal computer, protected with a password and folder	The researcher (myself)

| | contribution is to find the connection between social sustainability and citizen participation. | is protected with a password |

4. How much data storage will you require during the project lifetime?

< 250 GB

II. Documentation and data quality

5. What documentation will accompany data?

- Methodology of data collection

- README file or other documentation explaining how data is organised

III. Storage and backup during research process

6. Where will the data (and code, if applicable) be stored and backed-up during the project lifetime?

- Another storage system - please explain below, including provided security measures

The data will be stored on the personal computer of the researcher. As this might be a sensitive place to store the date, security measures will be taken. Firstly, the computer is password protected, and the folder where the data will be stored will be password protected as well.

Additionally, the data will be pseudonymised, making it hard to discover who the original source was.

Returned surveys will be stored in the home of the researcher, in a special folder, and will be destroyed after they have been digitalized.

IV. Legal and ethical requirements, codes of conduct

7. Does your research involve human subjects or 3rd party datasets collected from human participants?

- Yes

8A. Will you work with personal data? (information about an identified or identifiable natural person)

- Yes

8B. Will you work with any other types of confidential or classified data or code as listed below? (tick all that apply)

- No, I will not work with any confidential or classified data/code

I think some data might be confidential, but this is an assumption. The big majority of the data will not be confidential.

9. How will ownership of the data and intellectual property rights to the data be managed?

The datasets underlying the published papers will be publicly released following the TU Delft Research Data Framework Policy. During the active phase of research, the project leader from TU Delft will oversee the access rights to data (and other outputs), as well as any requests for access from external parties. They will be released publicly no later than at the time of publication of corresponding research papers.

10. Which personal data will you process? Tick all that apply

- Email addresses and/or other addresses for digital communication

- Telephone numbers

- Data collected in Informed Consent form (names and email addresses)

- Signed consent forms

- Special categories of personal data (specify which): race, ethnicity, criminal offence data, political beliefs, union membership, religion, sex life, health data, biometric or genetic data

- Gender, date of birth and/or age

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- Names and addresses

11. Please list the categories of data subjects
residents of specific neighbourhoods associated with the case studies, employees of different companies and in different positions associated with the casestudies, neighbourhood representative (political), local businesses

12. Will you be sharing personal data with individuals/organisations outside of the EEA (European Economic Area)?

- No

15. What is the legal ground for personal data processing?

- Informed consent

16. Please describe the informed consent procedure you will follow:
All research participants will be asked for their written consent about their partaking in the research and their data being processed. This written consent will be obtained before starting the interviews. Participants can withdraw from the research at any time, and their personal details will be pseudonymised.

17. Where will you store the signed consent forms?

- Same storage solutions as explained in question 6

18. Does the processing of the personal data result in a high risk to the data subjects?

- None of the above applies

22. What will happen with personal research data after the end of the research project?

- Anonymised or aggregated data will be shared with others

When a research participant consents to using their data after the research is completed, only then it will be shared with others.

25. Will your study participants be asked for their consent for data sharing?

- Yes, in consent form - please explain below what you will do with data from participants who did not consent to data sharing

When participants do not consent to their data being shared, their data will be destroyed.

V. Data sharing and long-term preservation
27. Apart from personal data mentioned in question 22, will any other data be publicly shared?

- All other non-personal data (and code) underlying published articles / reports / theses

- All other non-personal data (and code) produced in the project

29. How will you share research data (and code), including the one mentioned in question 22?

- All anonymised or aggregated data, and/or all other non-personal data will be uploaded to 4TU.ResearchData with public access

30. How much of your data will be shared in a research data repository?

- < 100 GB

31. When will the data (or code) be shared?

- At the end of the research project

32. Under what licence will be the data/code released?

- Other - Please explain

VI. Data management responsibilities and resources

33. Is TU Delft the lead institution for this project?

- Yes, leading the collaboration - please provide details of the type of collaboration and the involved parties below

34. If you leave TU Delft (or are unavailable), who is going to be responsible for the data resulting from this project?

the researcher (myself)

35. What resources (for example financial and time) will be dedicated to data management and ensuring that data will be FAIR (Findable, Accessible, Interoperable, Re-usable)?

The data will be shared on 4TU.ResearchData after completion of the research project. As we do not expect to exceed the max of 1TB, this repository is suitable to store the data in a FAIR way.

The final thesis will be published on the TU Delft repository.

D. HREC ETHICS APPLICATION

Delft University of Technology
HUMAN RESEARCH ETHICS
CHECKLIST   FOR   HUMAN   RESEARCH
(Version January 2022)

IMPORTANT NOTES ON PREPARING THIS CHECKLIST

1. An HREC application should be submitted for every research study that involves human participants (as Research Subjects) carried out by TU Delft researchers
2. Your HREC application should be submitted and approved **before** potential participants are approached to take part in your study
3. All submissions from Master's Students for their research thesis need approval from the relevant Responsible Researcher
4. The Responsible Researcher must indicate their approval of the completeness and quality of the submission by signing and dating this form OR by providing approval to the corresponding researcher via email (included as a PDF with the full HREC submission)
5. There are various aspects of human research compliance which fall outside of the remit of the HREC, but which must be in place to obtain HREC approval. These often require input from internal or external experts such as Faculty Data Stewards, Faculty HSE advisors, the TU Delft Privacy Team or external Medical research partners.
6. You can find detailed guidance on completing your HREC application here
7. Please note that incomplete submissions (whether in terms of documentation or the information provided therein) will be returned for completion **prior to any assessment**
8. If you have any feedback on any aspect of the HREC approval tools and/or process you can leave your comments here

PROJECT TITLE:	Towards socially sustainable citizen participation
Research period: *Over what period of time will this specific part of the research take place*	**March – May 2023**
Faculty:	**Architecture and the Built Environment**
Department:	**Management in the Built Environment**
Type of the research project: *(Bachelor's, Master's, DreamTeam, PhD, PostDoc, Senior Researcher, Organisational etc.)*	**Master's thesis**
Funder of research: *(EU, NWO, TUD, other – in which case please elaborate)*	**n.a.**
Name of Corresponding Researcher: *(If different from the Responsible Researcher)*	
E-mail Corresponding Researcher: *(If different from the Responsible Researcher)*	
Position of Corresponding Researcher: *(Masters, DreamTeam, PhD, PostDoc, Assistant/ Associate/ Full Professor)*	
Name of Responsible Researcher: ***Note:** all student work must have a named Responsible Researcher to approve, sign and submit this application*	**Yawei Chen**
E-mail of Responsible Researcher: *Please ensure that an institutional email address (**no Gmail, Yahoo, etc.**) is used for all project documentation/ communications including Informed Consent materials*	██████████████
Position of Responsible Researcher : *(PhD, PostDoc, Associate/ Assistant/ Full Professor)*	**Assistant Professor**

II.   **Research Overview**

NOTE: You can find more guidance on completing this checklist here

a) **Please summarise your research very briefly (100-200 words)**

What are you looking into, who is involved, how many participants there will be, how they will be recruited and what are they expected to do?

Add your text here – (please avoid jargon and abbrevations)
For the purpose of researching the possible relationship between citizen participation in regeneration projects, and social sustainability in those regenerated neighbourhoods, local residents and employees from involved companies will be included in the research. The residents will participate in an online survey, for which a QR code or web-address is distributed by hand in the neighbhourhood, accompanied by a letter explaining the research. All neighbourhood households are included, sample size depends on the neighbourhood, as people are free to choose to participate, there is no estimation of how many surveys will return. Residents are also included in street interviews in the chosen neighbourhood (estimated population cannot be specific, determines on who passes the interviewer). Employees from involved companies will be asked to participate in a semi-structured interview concerning the research. Approximately 15 participants, chosen on their knowledge about the project.

b) **If your application is an additional project** related to an existing approved HREC submission, please provide a brief explanation including the existing relevant HREC submission number/s.

Add your text here – (please avoid jargon and abbrevations)

c) **If your application is a simple extension of, or amendment to,** an existing approved HREC submission, you can simply submit an HREC Amendment Form as a submission through LabServant.

III. Risk Assessment and Mitigation Plan

***NOTE:** You can find more guidance on completing this checklist here*

Please complete the following table in full for all points to which your answer is "yes". Bear in mind that the vast majority of projects involving human participants as Research Subjects also involve the collection of **Personally Identifiable Information (PII)** and/or **Personally Identifiable Research Data (PIRD)** which may pose potential risks to participants as detailed in Section G: Data Processing and Privacy below.

To ensure alignment between your risk assessment, data management and what you agree with your Research Subjects you can use the last two columns in the table below to refer to specific points in your Data Management Plan (DMP) and Informed Consent Form (ICF) – **but this is not compulsory.**

It's worth noting that **you're much more likely to need to resubmit your application if you neglect to identify potential risks**, than if you identify a potential risk and demonstrate how you will mitigate it. If necessary, the HREC will always work with you and colleagues in the Privacy Team and Data Management Services to see how, if at all possible, your research can be conducted.

ISSUE	Yes	No	**If YES please complete the Risk Assessment and Mitigation Plan columns below.**		Please provide the relevant reference #	
			RISK ASSESSMENT – what risks could arise? *Please ensure that you list ALL of the actual risks that could potentially arise – do not simply state whether you consider any such risks are important!*	**MITIGATION PLAN – what mitigating steps will you take?** *Please ensure that you summarise what actual mitigation measures you will take for each potential risk identified – do not simply state that you will e.g. comply with regulations.*	DMP	ICF
A: Partners and collaboration						
1. Will the research be carried out in collaboration with additional organisational partners such as: • One or more collaborating research and/or commercial organisations • Either a research, or a work experience internship provider[1] *[1] If yes, please include the graduation agreement in this application*	x		Master's thesis is in collaboration with ERA Contour (graduate internship). Possible risks are: 01. Bias on research subject originated from view of employer 02. No able to publish/share results due to threat of image of employer 03. One-sided view of findings, as most originate from within the company	01. Be aware of view from employer, stay critical 02. Publish agreements are underlined in internship agreement 03. Interview / speak to multiple stakeholders of the research projects.		
2. Is this research dependent on a Data Transfer or Processing Agreement with a collaborating partner or third party supplier? *If yes please provide a copy of the signed DTA/DPA*		x				
3. Has this research been approved by another (external) research ethics committee (e.g.: HREC and/or MREC/METC)? *If yes, please provide a copy of the approval (if possible) and summarise any key points in your Risk Management section below*		x				
B: Location						
4. Will the research take place in a country or countries, other than the Netherlands, within the EU?		x				
5. Will the research take place in a country or countries outside the EU?		x				
6. Will the research take place in a place/region or of higher risk – including known dangerous locations (in any country) or locations with non-democratic regimes?		x				

ISSUE	Yes	No	RISK ASSESSMENT – what risks could arise? *Please ensure that you list ALL of the actual risks that could potentially arise – do not simply state whether you consider any such risks are important!*	MITIGATION PLAN – what mitigating steps will you take? *Please ensure that you summarise what actual mitigation measures you will take for each potential risk identified – do not simply state that you will e.g. comply with regulations.*	Please provide the relevant reference # DMP	ICF
C: Participants						
7. Will the study involve participants who **may** be vulnerable and possibly (legally) unable to give informed consent? (e.g., children below the legal age for giving consent, people with learning difficulties, people living in care or nursing homes).	x		Yes, there might be a possible language barrier between researcher and participants when communicating.	Profide the ICF in multiple languages, and do not let participants participate if they do not understand the ICF.		
8. Will the study involve participants who **may** be vulnerable under specific circumstances, such as victims and witnesses of violence, including domestic violence; sex workers; members of minority groups, refugees, irregular migrants or dissidents?	x		Yes, members of minority groups and weak socio-economic status, or conflict with the government. Risks: being put in a vulnerable or compromised position in the neighbourhood or legally when data can be lead back to them.	To protect these groups, there needs to be a mutual understanding of the ICF before signing. The research will not include other data than gender, age, and residency (neighbourhood), generally protecting the participants by collecting little data. Pseudonymisation will happen regardless of the participants vulnerability.		
9. Are the participants, outside the context of the research, in a dependent or subordinate position to the investigator (such as own children, own students or employees of either TU Delft and/or a collaborating partner organisation)? *It is essential that you safeguard against possible adverse consequences of this situation (such as allowing a student's failure to participate to your satisfaction to affect your evaluation of their coursework).*		x				
10. Is there a high possibility of re-identification for your participants? (e.g., do they have a very specialist job of which there are only a small number in a given country, are they members of a small community, or employees from a partner company collaborating in the research? Or are they one of only a handful of (expert) participants in the study?	x		Yes, participants are part of one of two project groups, of which the companies are known, and corresponding employees are known.	These participants sign the ICF, and will be psuedonomised. To add a layer of protection, company views will be kept general and will not be traced back to a single employee. If their position in the project is not relevant for the data, it will be used in general, without disclosing the specific company.		
D: Recruiting Participants						
11. Will your participants be recruited through your own, professional, channels such as conference attendance lists, or through specific network/s such as self-help groups	x		Yes, the network of the internship company ERA Contour will be used to contact specific employees and neighbourhood residents. Risk is that the relation with/to ERA Contour is altered by participating in this research.	This can be mitigated by protecting the participants data and identity, and descretely using compromising interview/survey outcomes.		
12. Will the participants be recruited or accessed in the longer term by a (legal or customary) gatekeeper? (e.g., an adult professional working with children; a community leader or family member who has this customary role – within or outside the EU; the data producer of a long-term cohort study)		x				

If YES please complete the Risk Assessment and Mitigation Plan columns below.

ISSUE	Yes	No	RISK ASSESSMENT – what risks could arise? *Please ensure that you list ALL of the actual risks that could potentially arise – do not simply state whether you consider any such risks are important!*	MITIGATION PLAN – what mitigating steps will you take? *Please ensure that you summarise what actual mitigation measures you will take for each potential risk identified – do not simply state that you will e.g. comply with regulations.*	Please provide the relevant reference # DMP	ICF
13. Will you be recruiting your participants through a crowd-sourcing service and/or involve a third party data-gathering service, such as a survey platform?	x		Yes, surveys will be conducted through an online third party data-gathering service. Risk here is that data protection is partly transferred to that third party.	To ensure that data is only safely stored until the end of the research, the data database online will be deleted when the survey data has been downloaded. This way, the data is only safely stored on the researchers computer during the research.		
14. Will you be offering any financial, or other, remuneration to participants, and might this induce or bias participation?		x				
E: Subject Matter *Research related to medical questions/health may require special attention. See also the website of the CCMO before contacting the HREC.*						
15. Will your research involve any of the following: • Medical research and/or clinical trials • Invasive sampling and/or medical imaging • Medical and *In Vitro Diagnostic Medical* Devices Research		x				
16. Will drugs, placebos, or other substances (e.g., drinks, foods, food or drink constituents, dietary supplements) be administered to the study participants? *If yes see here to determine whether medical ethical approval is required*		x				
17. Will blood or tissue samples be obtained from participants? *If yes see here to determine whether medical ethical approval is required*		x				
18. Does the study risk causing psychological stress or anxiety beyond that normally encountered by the participants in their life outside research?		x				
19. Will the study involve discussion of personal sensitive data which could put participants at increased legal, financial, reputational, security or other risk? (e.g., financial data, location data, data relating to children or other vulnerable groups) *Definitions of sensitive personal data, and special cases are provided on the TUD Privacy Team website.*	x		Yes, data collected includes the location of the participants (neighbourhood), name (first name) (street interview) and as the neighbourhoods that are part of the research are deprived neighbourhoods, residents experiencing social problems might be part of the research. There will be no questions about social problems, mitigating risks associated with this data. Only the location might be data that could be traced back. For employees, their names, work title and email address will be collected, for mainly administrative	The location data will not be more specific than the neighbourhood, which is still relatively broad. As the true identity of the participant will be protected, the neighbourhood locations seems to pose little threat. Generelizing statements from interviews and directly connecting these to a company in the research will protect the participants, alongside pseudonimyzation. This means that their names will never be published.		

ISSUE	Yes	No	RISK ASSESSMENT – what risks could arise? *Please ensure that you list ALL of the actual risks that could potentially arise – do not simply state whether you consider any such risks are important!*	MITIGATION PLAN – what mitigating steps will you take? *Please ensure that you summarise what actual mitigation measures you will take for each potential risk identified – do not simply state that you will e.g. comply with regulations.*	DMP	ICF
			purposes – only the field of the company will be published in combination with outcomes.			
20. Will the study involve disclosing commercially or professionally sensitive, or confidential information? (e.g., relating to decision-making processes or business strategies which might, for example, be of interest to competitors)	x		Yes, the process of citizen participation and certain choices of the associated companies will be researched, with the risk of competitors reading internal processes	To mitigate this risk, processed data will always be checked by the interviewee before publishing – as also underlined in the ICF.		
21. Has your study been identified by the TU Delft Privacy Team as requiring a Data Processing Impact Assessment (DPIA)? *If yes please attach the advice/ approval from the Privacy Team to this application*		x				
22. Does your research investigate causes or areas of conflict? *If yes please confirm that your fieldwork has been discussed with the appropriate safety/security advisors and approved by your Department/Faculty.*		x				
23. Does your research involve observing illegal activities or data processed or provided by authorities responsible for preventing, investigating, detecting or prosecuting criminal offences *If so please confirm that your work has been discussed with the appropriate legal advisors and approved by your Department/Faculty.*		x				
F: Research Methods						
24. Will it be necessary for participants to take part in the study without their knowledge and consent at the time? (e.g., covert observation of people in non-public places).		x				
25. Will the study involve actively deceiving the participants? (For example, will participants be deliberately falsely informed, will information be withheld from them or will they be misled in such a way that they are likely to object or show unease when debriefed about the study).		x				
26. Is pain or more than mild discomfort likely to result from the study? And/or could your research activity cause an accident involving (non-) participants?		x				
27. Will the experiment involve the use of devices that are not 'CE' certified? *Only, if 'yes': continue with the following questions:*		x				
• Was the device built in-house?						
• Was it inspected by a safety expert at TU Delft?						

If YES please complete the Risk Assessment and Mitigation Plan columns below.

ISSUE	Yes	No	RISK ASSESSMENT – what risks could arise? *Please ensure that you list ALL of the actual risks that could potentially arise – do not simply state whether you consider any such risks are important!*	MITIGATION PLAN – what mitigating steps will you take? *Please ensure that you summarise what actual mitigation measures you will take for each potential risk identified – do not simply state that you will e.g. comply with regulations.*	Please provide the relevant reference #	
					DMP	ICF
If yes, please provide a signed device report						
• If it was not built in-house and not CE-certified, was it inspected by some other, qualified authority in safety and approved? *If yes, please provide records of the inspection*						
28. Will your research involve face-to-face encounters with your participants and if so how will you assess and address Covid considerations?	x		Yes, both in enclosed settings (interviews) and on the street. Risk: exposure to Covid for either party	This risk will be mitigated by following the Covid regulations at that time, and asking participants whether they are comfortable with the situation we will be in.		
29. Will your research involve **either:** a) "big data", combined datasets, new data-merging techniques which might lead to re-identification of your participants **and/or** b) artificial intelligence or algorithm training where, for example biased datasets could lead to biased outcomes?		x				
G: Data Processing and Privacy						
30. Will the research involve collecting, processing and/or storing any directly identifiable PII (Personally Identifiable Information) including name or email address that will be used for administrative purposes only? (eg: obtaining Informed Consent or disbursing remuneration)	x		Yes, names, emailaddresses and work title for the employees, and first name only, for residents in street interviews. Risk is that the data is not pseudonymized enough and data can still be traced back.	Not publishing the adminstrative overviews and keeping these in a safe environment will protect the participants.		
31. Will the research involve collecting, processing and/or storing any directly or indirectly identifiable PIRD (Personally Identifiable Research Data) including videos, pictures, IP address, gender, age etc and **what other Personal Research Data** (including personal or professional views) will you be collecting?	x		Yes, personal and professional views make up the data of this research. Risk is that uncommon/daring sayings might compromise a participants position in the neighbourhood or company	Through pseudonymization and generalizing statements used in the research, identity will be protected.		
32. Will this research involve collecting data from the internet, social media and/or publicly available datasets which have been originally contributed by human participants		x				
33. Will your research findings be published in one or more forms in the public domain, as e.g., Masters thesis, journal publication, conference presentation or wider public dissemination?	x		Yes, masters thesis, on the TU Delft repository. Risk is that participant input is now published for everyone to see and access.	By signing the ICF participants consent to this, and by pseudonymization and generatlization, their identities will not be traceable.		
34. Will your research data be archived for re-use and/or teaching in an open, private or semi-open archive?	x		Yes, only the data of participants that consented will be shared. Risk, raw data is available. This will be pseudonymised, but not generalized and therefore easier to trace back.	Mitigate by only sharing conversational data, and no personal data.		

H: More on Informed Consent and Data Management

NOTE: *You can find guidance and templates for preparing your Informed Consent materials)* [here](#)

Your research involves human participants as Research Subjects if you are recruiting them or actively involving or influencing, manipulating or directing them in any way in your research activities. This means you must seek informed consent and agree/ implement appropriate safeguards regardless of whether you are collecting any PIRD.

Where you are also collecting PIRD, and using Informed Consent as the legal basis for your research, you need to also make sure that your IC materials are clear on any related risks and the mitigating measures you will take – including through responsible data management.

Got a comment on this checklist or the HREC process? You can leave your comments [here](#)

IV. Signature/s

Please note that by signing this checklist list as the sole, or Responsible, researcher you are providing approval of the completeness and quality of the submission, as well as confirming alignment between GDPR, Data Management and Informed Consent requirements.

Name of Corresponding Researcher (if different from the Responsible Researcher) (print)

Signature of Corresponding Researcher:

Date:

Name of Responsible Researcher (print)

Signature (or upload consent by mail) Responsible Researcher:

Date: 13-03-2023

V. Completing your HREC application
Please use the following list to check that you have provided all relevant documentation

Required:
o   **Always:** This completed HREC checklist
o   **Always:** A data management plan (reviewed, where necessary, by a data-steward)
o   **Usually:** A complete Informed Consent form (including Participant Information) and/or Opening Statement (for online consent)

Please also attach any of the following, if relevant to your research:

Document or approval	Contact/s
Full Research Ethics Application	After the assessment of your initial application **HREC will let you know if and when you need to submit additional information**
Signed, valid **Device Report**	Your **Faculty HSE advisor**
Ethics approval from an external Medical Committee	TU Delft Policy Advisor, Medical (Devices) Research
Ethics approval from an external Research Ethics Committee	Please append, if possible, with your submission
Approved Data Transfer or Data Processing Agreement	Your **Faculty Data Steward** and/or TU **Delft Privacy Team**
Approved Graduation Agreement	Your Master's thesis supervisor
Data Processing Impact Assessment (DPIA)	TU **Delft Privacy Team**
Other specific requirement	Please reference/explain in your checklist and append with your submission

Delft University of Technology
HUMAN RESEARCH ETHICS

> This revisions template should be used to address queries raised by the Human Research Ethics Committee (HREC) in an ongoing ethics approval and uploaded into your live submission.
>
> If you have any questions about your applying for HREC approval which are not dealt with on the Research Ethics webpages, please contact HREC@tudelft.nl

Response   to   HREC   queries:

Query 1:

HREC Query	Upload internship agreement
Response	See attachment in LabServant

Query 2:

HREC Query	Which tool will you use to conduct the surveys?
Response	Google Forms

Query 3:

HREC Query	Make sure participants don't hold a subordinate relation to anyone involved in the research project, or that appropriate measures are taken to alleviate any risks involved.
Response	The only subordinate relation could be one between residents and professional parties in the project. Even though the aim that all al treated equally, this might not be the case or feel like it is the case. Measures to ensure there is no such apparent relationship come into place through my position as researcher, with an independent position. Additionally, residents should be made aware of the fact that their data will not be shared with the companies, only in the global pseudonymized form that is apparent in the whole of the end report – mitigating any negative consequences.

Query 4:

HREC Query	Communicate that interviews will be recorded in the Informed Consent, and make sure that recordings are deleted after transcription.
Response	This is changed in the ICF.

Query 5:

HREC Query	Checklist point 19: what purpose does collecting names serve within the research methodology?
Response	I originally thought a name might be needed to store the data, but I can work with e.g. numbering or lettering the participants – excluding names from the data collection.

Query 6:

HREC Query	Please note that members of minority groups are not automatically vulnerable, reflect further on this and if it has any impact on your research design.
Response	True. When I read the query now, I see that it is not fully correct. The vulnerability of these residents is more in the fact that they might have a weak(er) social-economical position or have been in conflict with authorities. This can be anyone in the neighbourhood, regardless of being part of a minority. I have cut out more personal data, as this is not relevant for the research, so as now only the neighbourhood will be asked, if they have been involved in a certain project, and nothing about their personal background, their identity is more protected than before.

Please   add   more   rows   if   necessary

E. INTERVIEW PROTOCAL EXAMPLE

Interview afstudeeronderzoek Lisa Kappers

Wat fijn dat ik je kan interviewen voor mijn afstudeeronderzoek over de relatie tussen het bewoners participatie proces en sociale duurzaamheid. Met dit document stuur ik je de outline van de vragen op die behandeld zullen worden, en een formulier dat ondertekend zal moeten worden voor je toestemming om de data uit het onderzoek te gebruiken in mijn onderzoek.

Voordat we aan het interview beginnen zullen we natuurlijk eerst kennis maken, en zal ik je ook duidelijk maken wat ik bedoel met de begrippen participatie en sociale duurzaamheid.

Hier nog kort mijn onderwerp en aanleiding onder elkaar, zodat de context duidelijk is. Het doel van mijn scriptie is zoals eerder benoemd het onderzoeken van de relatie tussen het bewoners participatie proces, en de sociale duurzaamheid in de wijk waar dit participatie proces heeft plaatsgevonden.

Participatie is een welbekend begrip in de bouw en ontwikkeling, en deze positie zal nog meer verankerd worden met de nieuwe Omgevingswet in 2024. Met deze wet zal de verantwoordelijkheid voor participatie worden onderstreept en komen bewoners nog centraler te staan in de bouwprocessen. Echter, de manier waarop, voor hoe lang, en op welke plek in het proces participatie het beste kan worden uitgevoerd is soms nog niet helder. Dit kan frustratie teweegbrengen bij de verschillende actoren in het participatie én bouwproces. Deze frustratie is zonde, en mogelijk de oorzaak dat participatie niet altijd bijdraagt aan positieve sociale ontwikkelingen in een wijk.

Dit is dan ook de relatie die centraal staat in dit onderzoek. De focus is op privaat geleide participatie processen in herstructeringsopgaven – om hier de impact van participatie op sociale duurzaamheid te onderzoeken. Het interview waar je aan meewerkt draagt bij aan het praktijk perspectief van verschillende actoren in het onderzoek, wat onmisbaar is naast de theoretische kaders.

Interview vragen

Introductie

Wie is je werkgever, wat is je positie hier?

Wat zijn de normen en waarden van deze werkgever?

Over de XYZ

Wat kan je me algemeen over het project vertellen?

Waren er voor jou, of vanuit je werkgever, specifieke doelen binnen dit project?

Hoe waren deze doelen voor de andere partijen in het project? Hetzelfde, of anders?

Sociale duurzaamheid

Zijn er binnen de project doelen speciale doelen die een link hadden met sociale aspecten binnen de wijk?

Hoe zorg je er voor dat deze doelen gehaald kunnen worden?

Hoe denk jij dat deze sociale doelen zich laten zien na afloop van een project?

Participatie

Is er binnen jouw werkgever een standaard participatie traject dat doorlopen wordt bij nieuwe projecten?

Hoe zag het participatie traject er uit bij de Nieuwe Wetenschappers?

Wat was jouw rol hierin? En de rol van andere partijen?

Hoe heeft het participatie traject de eerder besproken (sociale) project doelen beïnvloedt?

Hypothese beeldvorming

Kan je indicatoren aanwijzen binnen het project, die een mogelijke relatie tussen het participatie traject en sociale duurzaamheid laten zien?

Zijn er onderdelen van het project, of zelfs binnen het participatie traject die je achteraf liever anders had gedaan?

Geïnformeerde toestemming

Beste,

Met dit interview draagt u bij aan het afstudeeronderzoek van Lisa Kappers aan de Technische Universiteit Delft. De data die wordt gegeneerd met dit interview draagt bij aan het onderzoek en werkt aanvullend op de theoretische kaders. In het interview zal er gevraagd worden naar uw werk, het project dat besproken wordt, sociale doelen, participatie trajecten, en bijbehorende zaken.

De data die wordt verzameld is vertrouwelijk, en zal alleen voor de doeleinden van dit onderzoek worden gebruikt. Na afloop van het onderzoek zal de ruwe data worden verwijderd, en alleen de geanonimiseerde uitkomsten bewaard blijven. Op deze manier bent u beschermd van eventuele negatieve gevolgen.

Uw bijdrage aan het onderzoek is geheel vrijwillig, en u bent op elk moment toegestaan met het onderzoek te stoppen of vragen niet te beantwoorden.

Met het ondertekenen van dit document gaat u akkoord met het volgende:

- Ik ben participant in het voorgenoemde onderzoek, en ben mij bewust van mijn recht om te stoppen met het onderzoek of het niet beantwoorden van vragen wanneer ik dat wil
- Het opnemen van dit interview, mits de opname wordt gewist na afloop van het onderzoek
- Het gebruik van de data van dit interview wordt gebruikt voor het doel van dit onderzoek
- Het feit dat informatie die de data verzameling aan jouw kan koppelen, niet worden gedeeld
- De letterlijke uitspraken die worden gedaan in het interview anoniem kunnen worden gebruikt in het onderzoek
- Geanonimiseerde uitkomsten worden opgeslagen binnen de TU Delft data opslag om gebruikt te worden voor nieuw onderzoek

_____   _____   _____
Naam geïnterviewde   Handtekening   Datum

Ik, als onderzoeker, beloof mijn best te hebben gedaan om de geïnterviewde bewust te maken van diens rechten bij ondertekening van dit document.

_____   _____   _____
Naam onderzoeker   Handtekening   Datum

F. SURVEY DATA COLLECTION

Utrecht Overvecht Noord
Ervaring van de buurt

Er zijn verschillende soorten contact in een buurt. Selecteer alle antwoorden die voor u van toepassing zijn.
8 antwoorden

Ik ken mijn buren bij naam	6 (75%)
Ik spreek mijn buren meerdere keren per week (dit hoeft niet d...	3 (37,5%)
Ik neem deel aan een organisatie (kerk, buurthuis, sportclub, hob...	0 (0%)
Mijn buren en ik helpen elkaar als dat nodig is	7 (87,5%)
Ik ga op bezoek bij mijn buren	1 (12,5%)
Ik heb vrienden in de buurt	4 (50%)

Hoe vindt u de voorzieningen in de buurt? Er zijn meerdere antwoorden mogelijk.
8 antwoorden

e buurt is goed verbonden m...	8 (100%)
e buurt is goed verbonden m...	7 (87,5%)
e buurt is goed verbonden m...	6 (75%)
e buurt is goed verbonden m...	3 (37,5%)
e buurt heeft genoeg winkels...	7 (87,5%)
e buurt heeft genoeg zorg vo...	7 (87,5%)
buurt heeft genoeg sport vo...	8 (100%)

Hoe is de bereikbaarheid van de bovengenoemde voorzieningen, als u deze vergelijkt met de voorzieningen in andere buurten in Utrecht? Beoordeel dit op een schaal van 1 tot 5.
8 antwoorden

1: 0 (0%), 2: 1 (12,5%), 3: 1 (12,5%), 4: 4 (50%), 5: 2 (25%)

Heeft u het gevoel dat u dezelfde kansen heeft als andere mensen bij u in de buurt? Denk hierbij bijvoorbeeld aan baankansen, participatie uitnodigingen, school toelatingen.
8 antwoorden

- Ja 37,5%
- Nee 62,5%
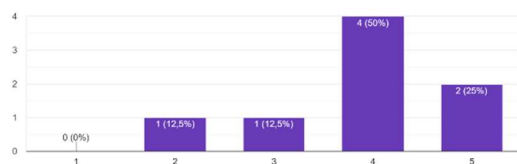
Hoe veilig voelt u zich in de buurt?
8 antwoorden

1: 0 (0%), 2: 0 (0%), 3: 2 (25%), 4: 4 (50%), 5: 2 (25%)
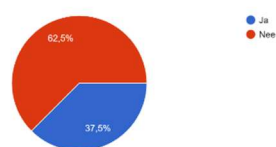
Voelt u zich overal in de buurt veilig?
8 antwoorden

- Ja 62,5%
- Nee 37,5%

Ik vermijd bepaalde gebieden...
8 antwoorden

In de avond	4 (50%)
Overdag	0 (0%)
Ik vermijd geen gebieden	4 (50%)
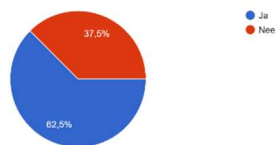
Bent u betrokken bij activiteiten in de buurt? Er zijn meerdere antwoorden mogelijk.
6 antwoorden

Ik doe mee in buurt activiteiten	0 (0%)
Ik ben op de hoogte van buurt initiatieven	5 (83,3%)
Ik help organiseren van buurt initiatieven	0 (0%)
Ik ben betrokken bij besluitvorming over projecten i...	0 (0%)
Ik ben op de hoogte van buurt problematiek	2 (33,3%)

Hoe ziet u de kwaliteit van uw buurt? Er zijn meerdere antwoorden mogelijk.
8 antwoorden

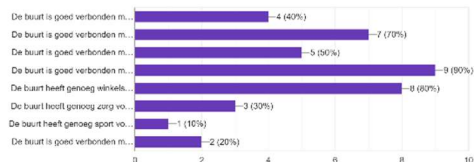|	
Ik vind de kwaliteit van het groe...	8 (100%)
Ik vind de kwaliteit van het groe...	0 (0%)
Ik vind de kwaliteit van de strat...	4 (50%)
Ik vind de kwaliteit van de strat...	3 (37,5%)
Ik vind de kwaliteit van de open...	5 (62,5%)
Ik vind de kwaliteit van de open...	2 (25%)
Ik vind de buurt schoon	0 (0%)
Ik vind de buurt niet schoon	7 (87,5%)
Ik vind de reputatie van de buu...	0 (0%)
Ik vind de reputatie van de buu...	6 (75%)

Hoe voelt u zich over uw buurt? Er zijn meerdere antwoorden mogelijk.
8 antwoorden

Ik voel mij trots dat ik hier woon	2 (25%)
Ik voel mij niet trots dat ik hier woon	1 (12,5%)
Ik voel mij hier thuis	5 (62,5%)
Ik voel mij hier niet thuis	3 (37,5%)
Ik heb een verhuis wens	5 (62,5%)
Ik heb geen verhuis wens	3 (37,5%)

Hoe ervaart u uw huis? Er zijn meerdere antwoorden mogelijk.
8 antwoorden

- Mijn huis voelt als mijn thuis — 8 (100%)
- Ik ben tevreden met de kwaliteit... — 5 (62,5%)
- Ik ben ontevreden met de kwali... — 2 (25%)
- Ik ervaar mijn huis als mijn priv... — 8 (100%)
- Ik ervaar mijn huis niet als priv... — 0 (0%)
- Ik ervaar overlast van de buurt... — 1 (12,5%)
- Ik ervaar geen overlast van de... — 6 (75%)
- Ik heb een wens om te verhuizen — 3 (37,5%)
- Ik heb geen wens om te verhui... — 3 (37,5%)

Project

Ben u bekend met deze bovenstaande projecten?
8 antwoorden

- Ja, ik ben bekend met het ambitiedocument voor de THEMA en TiZa dreven — 0 (0%)
- Ja, ik ben bekend met het document 'Samen voor Overvecht' — 2 (25%)
- Nee, ik ben niet met deze projecten bekend — 6 (75%)
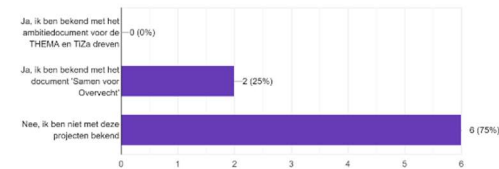
Woonde u in Utrecht Overvecht Noord tijdens de bewoners participatie trajecten voor het opstellen van deze documenten?
7 antwoorden

- Ja — 85,7%
- Nee — 14,3%
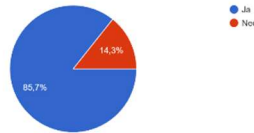
Bent u betrokken geweest bij deze bewoners participatie trajecten?
8 antwoorden
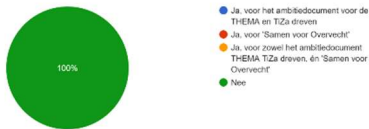
- Ja, voor het ambitiedocument voor de THEMA en TiZa dreven
- Ja, voor 'Samen voor Overvecht'
- Ja, voor zowel het ambitiedocument THEMA TiZa dreven, én 'Samen voor Overvecht'
- Nee — 100%

Ervaringen in de buurt mbt participatie proces

Na het participatietraject merkte ik een sterkere verbondenheid tussen buurtbewoners.
5 antwoorden
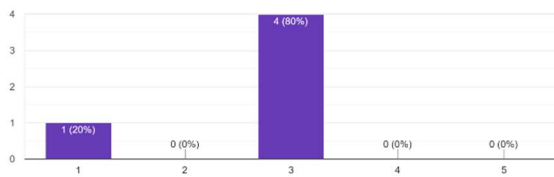
Na het participatietraject voelde ik mij veiliger in de buurt.
5 antwoorden
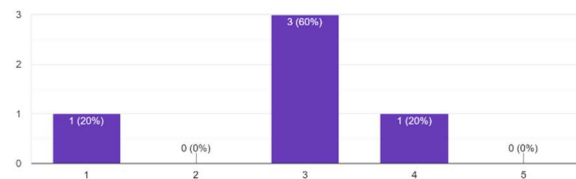
Na het participatietraject heb ik het gevoel alsof ik meer kansen in de buurt heb gekregen (op gebied van werk, school aanvragen, sport)
5 antwoorden
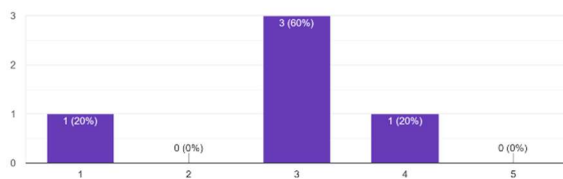
Na het participatietraject ziet mijn buurt er op straat beter uit.
5 antwoorden
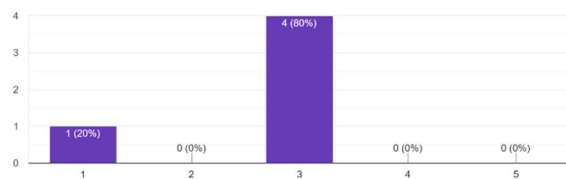
Na het participatietraject voel ik mij meer op mijn gemak in de buurt.
5 antwoorden
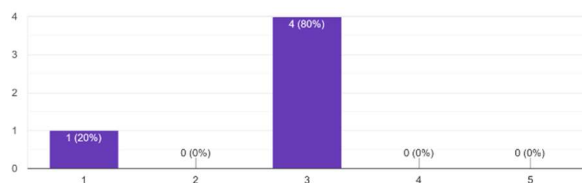
Respondenten

Woont u op dit moment in Utrecht Overvecht Noord?
8 antwoorden

- Ja
- Nee

100%

Hoe lang woont u al in deze buurt?
8 antwoorden

- 0-5 jaar
- 5-10 jaar
- 10-15 jaar
- 15+ jaar

37,5%
25%
37,5%
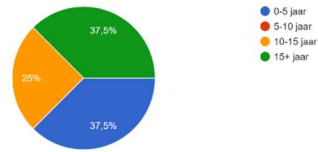
Wat is uw gender?
8 antwoorden

- Vrouw
- Man
- Transgender
- Non binair
- Overig
- Wil ik niet zeggen

100%

Wat is uw leeftijd?
8 antwoorden

- 0 - 19 jaar oud
- 20 - 29 jaar oud
- 30 - 39 jaar oud
- 40 - 49 jaar oud
- 50 - 59 jaar oud
- 60 - 69 jaar oud
- 70 + jaar oud

25%
12,5%
12,5%
50%

Ik...
8 antwoorden

- Bezit een koophuis
- Huur een particuliere huurwoning
- Huur een sociale huurwoning

50%
12,5%
37,5%
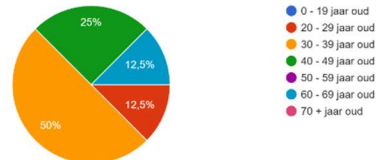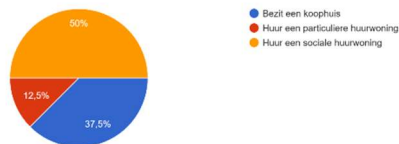
Schiedam Nieuwe Wetenschappersbuurt
Ervaring van de buurt

Er zijn verschillende soorten contact in een buurt. Selecteer alle antwoorden die voor u van toepassing zijn.
10 antwoorden
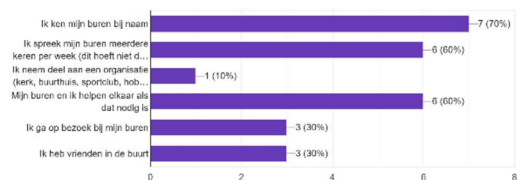
- Ik ken mijn buren bij naam — 7 (70%)
- Ik spreek mijn buren meerdere keren per week (dit hoeft niet d... — 6 (60%)
- Ik neem deel aan een organisatie (kerk, buurthuis, sportclub, hob... — 1 (10%)
- Mijn buren en ik helpen elkaar als dat nodig is — 6 (60%)
- Ik ga op bezoek bij mijn buren — 3 (30%)
- Ik heb vrienden in de buurt — 3 (30%)

Hoe vindt u de voorzieningen in de buurt? Er zijn meerdere antwoorden mogelijk
10 antwoorden

- De buurt is goed verbonden m... — 4 (40%)
- De buurt is goed verbonden m... — 7 (70%)
- De buurt is goed verbonden m... — 5 (50%)
- De buurt is goed verbonden m... — 9 (90%)
- De buurt heeft genoeg winkels... — 8 (80%)
- De buurt heeft genoeg zorg vo... — 3 (30%)
- De buurt heeft genoeg sport vo... — 1 (10%)
- De buurt is goed verbonden m... — 2 (20%)

Hoe is de bereikbaarheid van de bovengenoemde voorzieningen, als u deze vergelijkt met de voorzieningen in andere buurten in Schiedam? Beoordeel dit op een schaal van 1 tot 5.
10 antwoorden
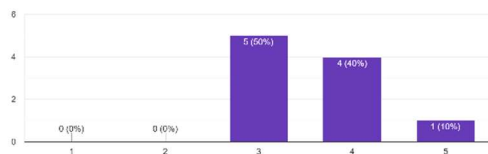
- 1: 0 (0%)
- 2: 0 (0%)
- 3: 5 (50%)
- 4: 4 (40%)
- 5: 1 (10%)

Heeft u het gevoel dat u dezelfde kansen heeft als andere mensen bij u in de buurt? Denk hierbij bijvoorbeeld aan baankansen, participatie uitnodigingen, school toelatingen.
9 antwoorden

- Ja
- Nee

66,7%
33,3%
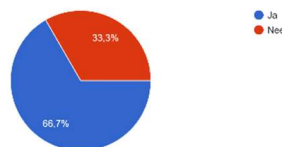
Hoe veilig voelt u zich in de buurt
10 antwoorden
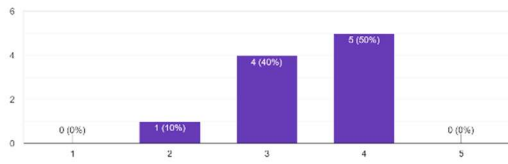
Voelt u zich overal in de buurt veilig?
10 antwoorden

- Ja
- Nee

70%
30%
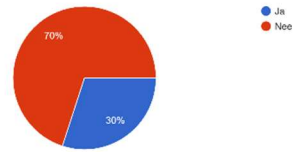
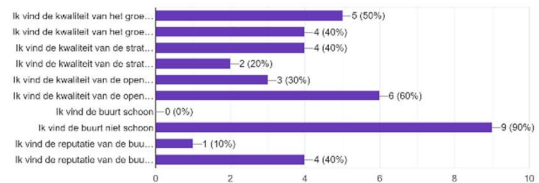**Ik vermijd bepaalde gebieden...**
10 antwoorden
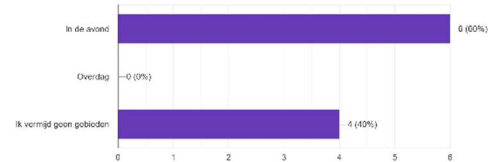
Hoe voelt u zich over uw buurt? Er zijn meerdere antwoorden mogelijk.
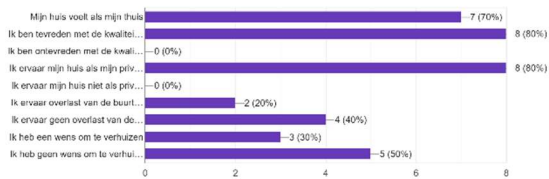10 antwoorden
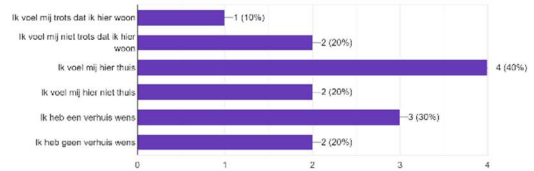
Bent u betrokken bij activiteiten in de buurt? Er zijn meerdere antwoorden mogelijk.
5 antwoorden
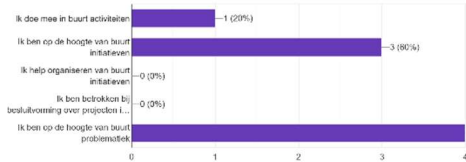
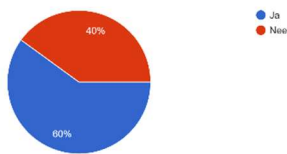**Hoe ziet u de kwaliteit van uw buurt? Er zijn meerdere antwoorden nodig.**
10 antwoorden

Hoe ervaart u uw huis? Er zijn meerdere antwoorden mogelijk.
10 antwoorden

Project

Ben u bekend met dit project?
10 antwoorden

- Ja
- Nee

40%
60%

Woonde u in Schiedam Oost tijdens het bewoners participatie traject?
10 antwoorden

- Ja
- Nee

60%
40%
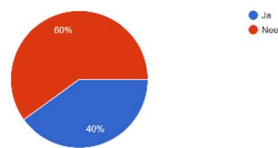
Bent u betrokken geweest bij dit participatie traject?
10 antwoorden
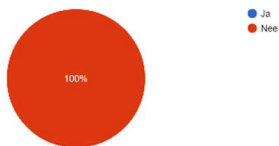
- Ja
- Nee

100%

Ervaringen in de buurt mbt participatie proces

Na het participatietraject merkte ik een sterkere verbondenheid tussen buurtbewoners.
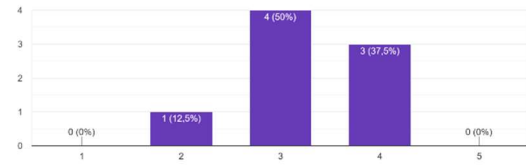8 antwoorden
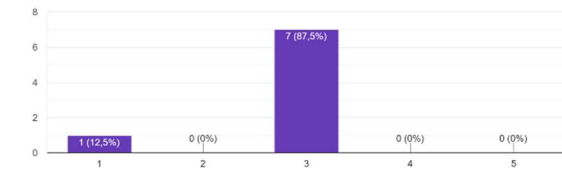
Na het participatietraject voelde ik mij veiliger in de buurt.
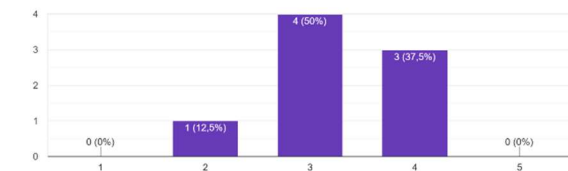7 antwoorden
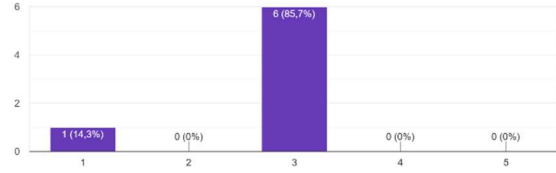
Na het participatietraject heb ik het gevoel alsof ik meer kansen in de buurt heb gekregen (op gebied van werk, school aanvragen, sport)
7 antwoorden
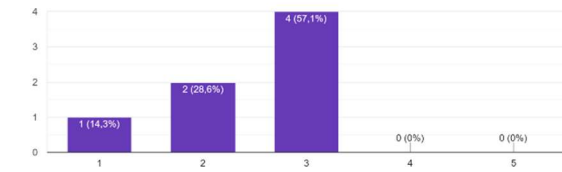
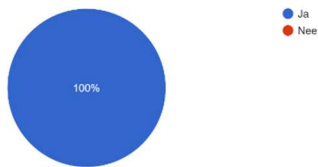Na het participatietraject ziet mijn buurt er op straat beter uit.
8 antwoorden

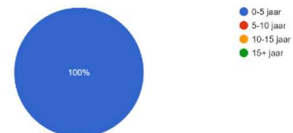Na het participatietraject voel ik mij meer op mijn gemak in de buurt.
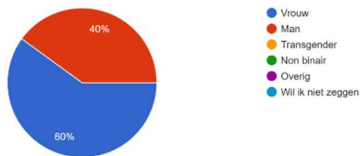8 antwoorden

Respondenten

Woont u op dit moment in Schiedam, De Nieuwe Wetenschappersbuurt?
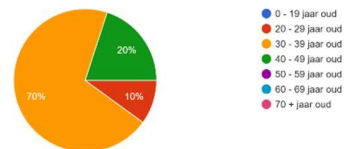10 antwoorden

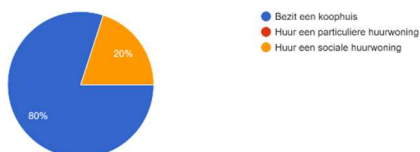Hoe lang woont u al in deze buurt?
10 antwoorden

Wat is uw gender?
10 antwoorden

Wat is uw leeftijd?
10 antwoorden

Ik...
10 antwoorden

Participatie in je projecten...... ?

Mentimeter

Sowieso doen!

Nee bedankt!

100%

0%

12

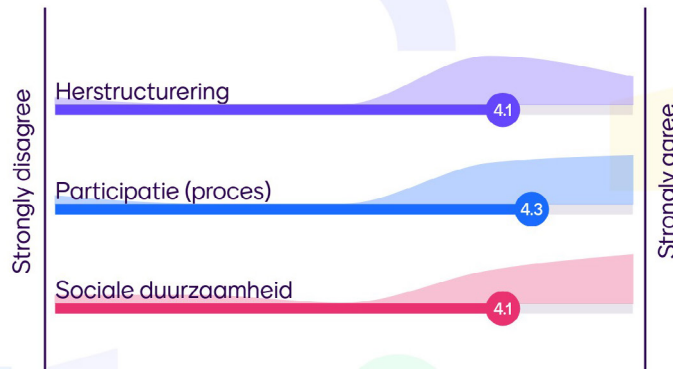Heb je zelf al eens geparticipeerd?

Mentimeter

Ja zeker!

Nog nooit.

46%

54%

13

Ik snap de concepten:

Strongly disagree / Strongly agree

Herstructurering — 4.1

Participatie (proces) — 4.3

Sociale duurzaamheid — 4.1

12

Als ik denk aan een mogelijke relatie tussen participatie en sociale duurzaamheid, dan denk ik aan:

13 Answers

Eigenaarschap

Activatie van bewoners Eigenaarschap stimuleren

Onoeten

Participatie kan zorgen voor meer gevoel van betrokkenheid en eigenaarschap. Positieve bijdrage aan het communitygevoel in de buurt!

Eigenaarschap, betrokkenheid, geen eenzaamheid

Versterkt elkaar, Eigenaarschap

Cohesie in de wijk

Ontmoeten van buren

Laagdrempelige interactie tussen elkaar

11

Als ik denk aan een mogelijke relatie tussen participatie en sociale duurzaamheid, dan denk ik aan:

13 Answers

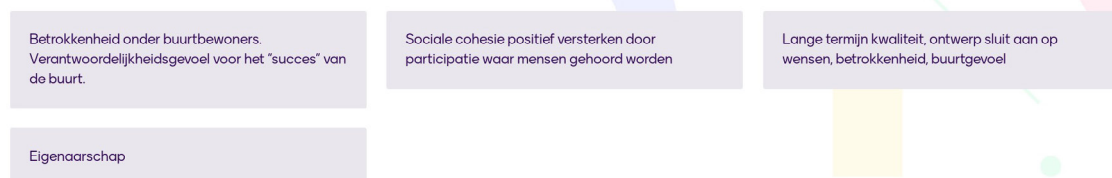Betrokkenheid onder buurtbewoners. Verantwoordelijkheidsgevoel voor het "succes" van de buurt.

Eigenaarschap

Sociale cohesie positief versterken door participatie waar mensen gehoord worden

Lange termijn kwaliteit, ontwerp sluit aan op wensen, betrokkenheid, buurtgevoel

11

Ik vind deze projecten over het algemeen geslaagd

Nieuwe Wetenschappersbuurt Schiedam — **7.5**

Overvecht Noord — **5.4**

11

Waarom wel of waarom niet? 19 Answers

Overvecht is de samenwerking die nodig is moeizaam, zowel met bewoners(organisaties) als de gemeente

Wijk NW is over algemeen verbeterd

Bij WSB gelukt om in een optimistische stand te komen met alle stakeholders

NW is een prettige buurt geworden.

Woningen en wijk zijn fysiek verbeterd.

Nog niet uitgevoerd (Utrecht)

DNW in mindere mate omdat onder de huidige bewoners een gevoel van ontevredenheid over de wijk heerst.

Overvecht Noord breed gedragen met stakeholders.

Overvecht is nog niet klaar, wel het juiste traject (in gezamenlijkheid). Wetenschappers goed opgezet, altijd ruimte voor verbetering.

9

Waarom wel of waarom niet? 19 Answers

Bij Overvecht is de casus complex en de is veel politiek

Overvecht moet nog gerealiseerd worden. In Schiedam mooie mix van betaalbare huur- en koopwoningen gerealiseerd.

Moeizame samenwerking

Nieuwe wetenschappers is mooi geworden maar het is wel een wijk die volledig is gesloopt en waar bewoners niet terug konden keren. Dus het gevoel van community is hiermee ook verdwenen uit de buurt

Nieuwe wetenschappers laat zien hoe bewoners succesvol betrokken worden. Overvecht laat juist zien waar erop gelet worden

Gebrek betrekken nieuwe bewoners - wetenschappersbuurt

Als je iedereen bereikt

Wanneer alle betrokken stakeholders tevreden zijn.

Als je mensen bereikt die moeilijker meedoen

9

Waarom wel of waarom niet? **19** Answers

Als er een door de meerderheid gedragen plan ligt. En als je rugdekking krijgt van bewoners in het gekozen en doorlopen proces.

9

Wanneer is participatie in een project succesvol? **10** Answers

Als bewoners er gelukkig wonen

Als wensen van bewoners daadwerkelijk worden meegenomen in plannen

Als bewoners enthousiast zijn, zich gehoord voelen en zich mede eigenaar voelen van de toekomstige buurt

Als gebruik gemaakt wordt van een plek

Wanneer bewoners er tevreden wonen

Wanneer alle stakeholders tevreden zijn

Als wijkbewoners allemaal gehoord zijn, dus ook de moeilijk bereikbare

Als er vanuit de ontwikkelaar en overige stakeholders serieus is overwogen en gepoogd passende maatregelen te treffen die uit de opgehaalde input volgt.

Als veel bewoners zich gehoord voelen (dus niet alleen de schreeuwers) en je hiermee eigenaarschap creëert voor de toekomst.

8

Wanneer is participatie in een project succesvol? **10** Answers

Als duidelijk is wat wel en niet uit de participatie gereliseerd is en waarom. 2. Als het heeft bijgedragen heeft aan eigenaarschap

8

Kan een participatie proces succesvol zijn met andere mensen dan die er komen te wonen?

1 Nee

6 Mogelijk

4 Ja

Er is een relatie tussen fysieke en sociale doelen in een project

0 Nee

1 Mogelijk

10 Ja

Verantwoordelijkheid voor het behalen van sociale doelen ligt bij:

1st — Alle partijen

2nd — De gemeente

3rd — De ontwikkelaar

4th — De woning corporatie

5th — Overig

Waarom zou een private partij moeten investeren in een participatietraject?

kennismaken met de buurt
draagvlak en eigenaarscha
om verhalen op te halen
gelukkige bewoners
een beter plan
sociaal sterke buurt
waardecreatie
plek leren kennen
leefbaarheid
community building
denken vanuit kansen
maatwerk leveren
geluk bewoners
betrokkenheid
eigenaarschap
waarde creatie
verruimt blik
juiste doelgroep
laagdrempelige interactie
blije bewoners
beter ontwerp
gedragen plan
maakt voor de doelgroep
maatschappelijke verantwo
echt begrijpen doelgroep

10

Waar ligt de investerings grens voor private partijen in het organiseren van een participatieproces?

8 Answers

De bewoners zorgen uiteindelijk voor een gezonde stad of wijk! Of een partij privaat is of niet staat hier in mijn optiek los van.

Doen wat kan; financieel en wat betreft tijd. Intentie moet zijn om hier het beste van te maken.

Als het niet op een fatsoenlijke manier kan

Wanneer een project afgerond is. Maar grens bepalen vind ik lastig. Dit zou je aand r voorkant goed moeten afstemmen met de gemeente en/of opdrachtgever

In principe maatwerk per project, projectspecifiek bekijken

Geen idee

Totdat het te ver in het leven van een bewoner zelf gaat

Het gesprek aangaan aan de hand van jouw verhaal. Wil je dit verhaal komen vertellen?

6

Hoe ga jij om met wantrouwen in het proces?

Accepteren en het beste er van maken

Actief aanpakken en oplossen

1

6

7

En hoe pak je dat dan aan? 11 Answers

In gesprek gaan

Uitleggen dat vooroordelen niet altijd waar zijn en met concrete voorbeelden komen

Gemeenschappelijk doel benoemen

Achterhalen waar de weerstand vandaan komt en kijken of je daar iets mee kan.

In gesprek blijven, terugkoppelen en nieuwe ontwikkelingen ruimschoots vooraf aankondigen. Geef de bewoners het gevoel dat ze gehoord worden.

Gesprek aan de hand van jouw presentatie. Wil je dit komen vertellen?

Vechten

De wijk in gaan ook buiten de georganiseerde momenten

Via willende bewoners op een laagdrempelige manier andere bewoners meenemen in het proces.

8

En hoe pak je dat dan aan? 11 Answers

Wantrouwen regeert

Wederzijdse vooroordelen, gebrek aan mensenkennis/communicatieskills, te weinig tijd om echt het gesprek te voeren, te beperkte focus door participatie in nederlands

8

De aanbevelingen lijken redelijk voor de hand liggend. Waarom gaat het dan nogsteeds mis? 8 Answers

Iedereen zit in zijn eigen groef

Wantrouwen regeert

Verschillende belangen. Over belangen gesproken; waar blijven de bitterballen?

Moeilijk om brede doelgroep te bereiken

Tijdsdruk en financiële middelen prevaleren op veel momenten tav participatiebelang (op het eerste gezicht!)

Verschillende tijdlijnen en belangen gaan door elkaar

Niet iedereen ziet meerwaarde, vooral als je focus bij harde fusieke realisatie en proces ligt

Niet altijd de goedkoopste optie; handelen vanuit een commercieel partij

6