



AR0095 Social inequality in the city,
diversity and design

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1 INTRODUCTION

If asked about the Kuypervijk, many recipients would phrase their thoughts similar to Marieke and Mirjam, who were interviewed for this research and described the neighbourhood as “not exactly what you dream of when you are 18”. At first sight, this might come as a surprise as the quarter appears to be well taken care of, includes vast green areas, and the school has a good reputation, as interviewees will confirm. By some scholars, the Kuypervijk even has been considered a positive exception to the rule of post-war neighbourhoods which struggle with serious problems (Adriaanse, 2011). However, a closer examination of the neighbourhood, through interviews with residents and analysis of statistical data, reveals that the Kuypervijk is facing several problems. This data shows that the problems originate from a complex relationship between the disproportionate social housing stock, use of public spaces, and more specifically social interaction between the residents. As the following chapters will outline, dominant feelings of a lack of social cohesion, insecurity and anonymity are perceived. This report aims to illustrate the residents’ views of the neighbourhood, to understand how these opinions have come into being, and consequently to propose strategic interventions that can tackle the most pressing concerns.

When the Kuypervijk was constructed in the 1950s, it was one of the first city expansions of Delft in the post-war time and was located at the margins of the city, enjoying broad green areas and high air quality (Wijkbarometer, 2008: 16). In the following decades, several new quarters were constructed in the area. Concurrently, the population structure changed to a higher density of vulnerable groups, poverty and strong feelings of anonymity. After being neglected for a long time, it was mostly due to a number of incidents in recent years, such as the explosion of an apartment and a shooting incident in early 2019 (AD, 2019), as well as increasing dissatisfaction of residents being publicly voiced (AD, 2018), which eventually drew the municipality’s attention to the Kuypervijk. Parts of the strategy to improve the quarter’s situation are various construction projects, led by housing corporations such as Vestia and others (AD, 2017), and policy goals as part of the Woonvisie. In 2019 this municipal policy was replaced by an adapted approach (Hoofs, 2020). Both approaches aim – among other goals – for the development of housing stock, strengthening of social cohesion and local identity,



and as of recently for more diversity concerning housing typologies, support for vulnerable groups and for entrepreneurial residents, stimulation of the ‘neighbourhood economy’ and improving the quality of the public space (Hoofs, 2020). However, many issues still appear to be neglected, and the voices of the residents need be incorporated in future neighbourhood development projects to a greater extent. As a neighbourhood is a complex network, various dimensions have significant impacts on the perception of the quarter. This report shows that issues related to social cohesion and safety are important to residents, as these issues come up most frequently during the interviews. Therefore, this report will focus on the two dimensions social cohesion and safety. These dimensions will guide the findings presented in chapter three and the targeted interventions developed in chapter four.

The research question guiding this report reads as follows:
How do residents of the Kuypervijk feel about safety and social cohesion in their neighbourhood?

Formally a difference is made between the North and South of the quarter of the Kuypervijk. Our fieldwork has been directed at residents from Kuypervijk-Zuid. However, the outcomes of the analysis indicate that strategic interventions should aim at the entire neighbourhood, to strengthen its inner integration and to avoid consolidating the split between the Northern and Southern parts. This matter is similarly addressed in attempts to overcome the dividing line the Van Foreestweg currently constitutes. In the following section, our approach and methodology is outlined. Subsequently, in chapter three, the results from the fieldwork are presented. The issues, both spatial as well as social, mentioned by the residents, are defined. This leads to the design of strategic interventions to tackle these interrelated issues in chapter four. In the same chapter, our vision of the Kuypervijk is described. Finally, this report concludes by arguing that various integrated strategies need to be designed side by side to reach positive outcomes.

2 APPROACH

This study started with an explorative approach, and a relatively open-ended research question with the objective to understand how the residents of the Kuypervijk feel about their neighbourhood. During the fieldwork and the analysis, a few central themes arose. Therefore, a thematic approach was adopted. Hence, a more explicit focus was developed, and the research question was sharpened. As previously mentioned, this resulted in the following research question: *How do residents of the Kuypervijk feel about safety and social cohesion in their neighbourhood?*

2.1 Research strategy, design and methods

The significance of the views of the residents is clearly stated in the research question. Therefore, as this research focusses on examining the insights and perceptions of the people studied, it is suitable to apply a qualitative research strategy (Bryman, 2012). Furthermore, considering this study focusses specifically on the residents of the Kuypervijk, a case-study design has been chosen. This design entails a detailed analysis of a single case and the in-depth examination of a specific setting (Bryman, 2012). In this study, the setting is the 'Kuypervijk' neighbourhood in the city of Delft. Various qualitative methods are often combined in a case-study design (Bryman, 2012). Accordingly, a collection of different research methods are used in this study. By combining different data collection methods, also referred to as triangulation, findings are cross-checked. In this way, intrinsic biases or limitations of a single data collection method can be reduced, and credibility can be enhanced (Salkind, 2010). Additionally, triangulation can be used as a way to cross-check findings deriving from quantitative and qualitative research, as is the case in this study.

To develop an initial idea of the neighbourhood and to gather objective information, content analysis is applied. This method consists of the analysis of public documents, policy reports and information on websites. Moreover, the website kijkopdevoorkijk.nl, the "digital village" and online platform of the district Voordijkshoorn, has been carefully examined. The analysis of this website provides additional information about the interactions and activities that take place in the neighbourhood. As the research question focusses on the perspectives of the residents of the Kuypervijk, it is necessary for the researcher to go into the 'field' and interact with respondents. Participant observation proved to be a useful method to ensure this interaction. This method

is used during informal gatherings of neighbourhood residents, for instance during the 'coffee-morning' in the community centre 'De Parel' (see image 1).



Image 1: Coffee morning at community centre De Parel.

During this gathering, an overt role is adopted by the researcher, so all participants are aware of the researcher's presence and intentions. The researcher partakes in the conversation and listens intently to the naturally occurring oral accounts. These accounts are valuable as they are a useful source of direct information about the setting and evidence of the perspectives of the people studied (Hammersley & Atkinson, 2007). Fieldnotes are taken and observations are described (see appendix 7.1 for observation protocol). Subsequently, a more leading role is assumed in the conversation and the technique mind-mapping is applied (see image 2). This approach encourages the respondents to express their opinion on a proposed topic, but at the same time lets them decide their emphasis. By identifying and directly illustrating the key themes raised, the discussion is continuously stimulated (Burgess Allen, J., & Owen Smith, 2010).



Image 2: Mind-mapping approach.

To further contextualise the data obtained with the previous methods, interviews are conducted in various manners. Conversational interviews, informal interviews where verbal data is obtained by casually talking about specified topics, is the most used method in this study (Given, 2008). This method is applied outside the school playground, on the neighbourhood streets and during the neighbourhood market. Furthermore, two in-depth interviews are conducted, namely one unstructured interview and one semi-structured interview. The unstructured interview is conducted with respondent Peter (neighbourhood connector) and the semi-structured with respondent Karel (manager of community centre De Parel). Prior to conducting both interviews, informed consent is obtained, and permission is given to audio-record the interviews. The difference between the two is that the semi-structured interview relies on a topic list, whereas the unstructured interview exclusively uses an aide-mémoire (a brief set of prompts) (Bryman, 2012). In both cases, there is a limited structure and the interview process is flexible, leaving much room for the interviewees to decide the emphasis and thereby revealing their perspectives (Bryman, 2012). As previously mentioned, both qualitative as quantitative data are used in this study. Secondary data analysis, which entails performing an analysis of data conducted by other researchers, is completed. Quantitative secondary data, such as the results of the 'omnibus-enquête' of Delft, are analysed. By examining data collected from a large sample, trends can be discovered. A mixed-methods approach is applied in this study by combining quantitative and qualitative data. By integrating personal statements and structured observations with more objective descriptions of the broader context and an analysis of the general trends, an encompassing image of the neighbourhood is given. Additionally, the data analysis is combined with an in-depth analysis of academic literature related to the concepts of social cohesion and neighbourhood safety. By gathering data from different sources and supplementing the analysis with academic literature, an integral answer to the research question is formulated.

2.2 Limitations study

Due to the rapid spread of the COVID-19 virus, national measures are taken by the Dutch government. Because of this, collecting face-to-face data from the field is rendered impossible. Therefore, we are compelled to rely on the small amount of data already collected in a short time span and on online methods of data collection. For this reason, the content analysis received a stronger focus than initially conceived. It is imperative, however, to reflect on the fact that the data now only derives from a select group of respondents. Most respondents are adults who have a child at the Mozaïek school in the Kuypervijk, elderly who visit the community centre 'De Parel' or people who visited the neighbourhood market. The invitation to the market called for residents who want to discuss living environment improvements to come by (see appendix 7.2). Therefore, it must be taken into account that the people who visited the neighbourhood market potentially came with specific intentions. Furthermore, not everything can be observed in a short time period and in such specific locations. For instance, many respondents spoke of a "mixed" neighbourhood, however, we did not observe this ourselves and our respondents were not of an extremely "mixed" nature. Hence, due to the limited and non-random nature of the sample, it is possible to conclude that the respondents and data collected is not representative of the entire neighbourhood. However, this does not make the data insignificant, as all contributions are insightful and valuable. A structured overview of all the respondents and the locations where the interviews were conducted has been included in a matrix (see appendix). This matrix is partially reflected in image 3. (next page).

Moreover, it is important to be aware that this report relies partially on secondary data. This entails that the researchers do not directly collect this data. Therefore, a lot of the data analysed does not apply to our case. Additionally, not all data files can be accessed. For instance, the results of the Kuypervijk of most recent 'omnibus-enquête' (2017) are not retrievable. These are limitations due to the limited scope of this paper and beyond our control.

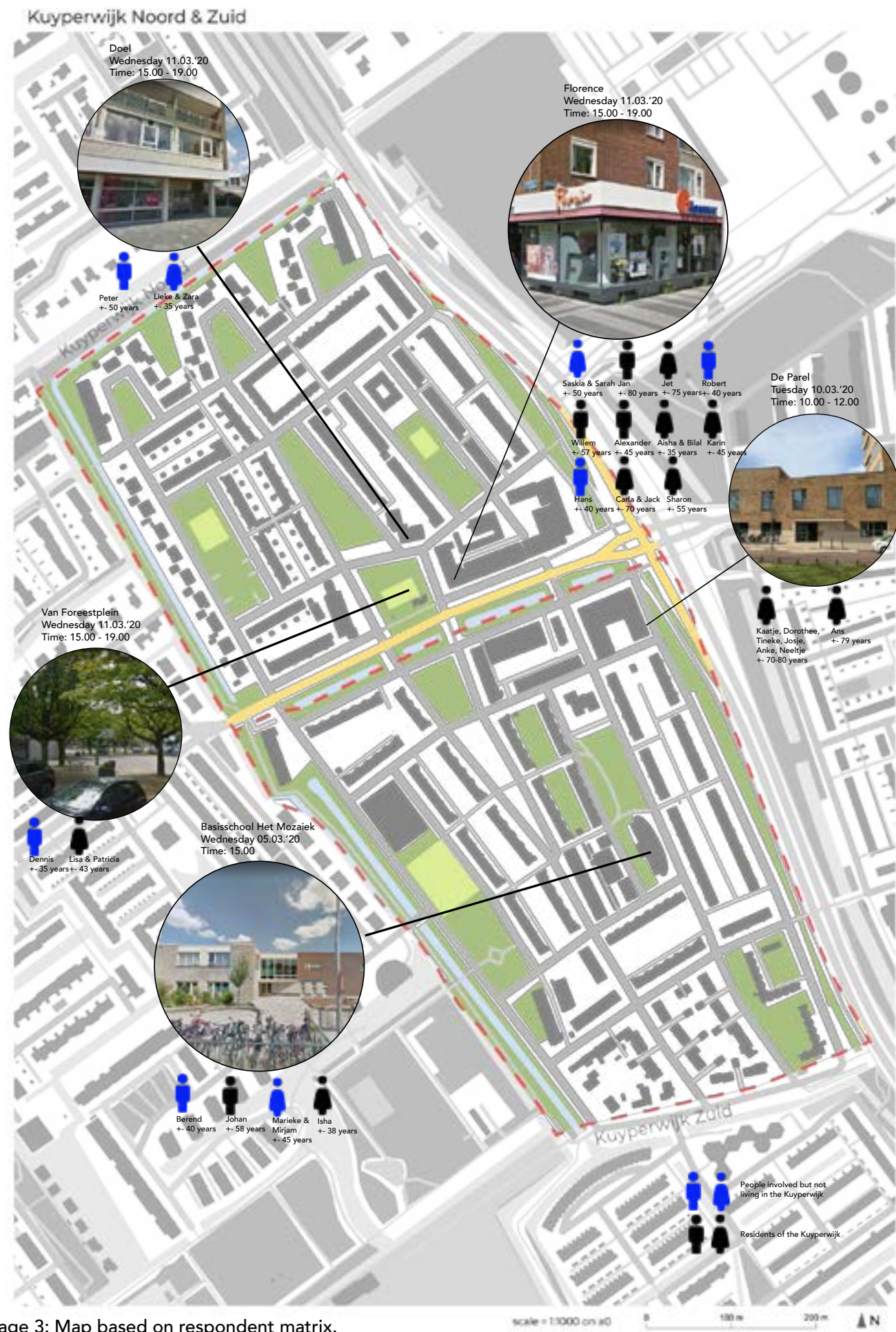


Image 3: Map based on respondent matrix.

2.3 Design approach

The answer to the research question of how the residents of the Kuiperwijk feel about safety and social cohesion in their neighbourhood has significantly affected the design of the strategic intervention. The issues raised by respondents have been carefully evaluated, and an attempt has been made to address some of the most significant issues brought up. By taking the existing initiatives and potential of public spaces of the neighbourhood into account, three strategic interventions have been designed. For instance, our analysis proved that there are numerous existing initiatives focussed on youth and sports, on elderly, and on the mentally and physically vulnerable. As the Kuiperwijk is a diverse neighbourhood with many different types of people, we believe inclusive spaces should be designed where everyone, also a hard-working single mother, feels welcome. Our interventions aim to bring everyone together by addressing the social diversity and inequality in the neighbourhood.

3 Fieldwork and analysis

3.1 Background research

In this chapter, some information about the Kuypervijk is outlined that serves as a background for the research presented in this chapter and for the strategic interventions in the following chapter.

3.1.1 Statistical data

	studenten- woningen	woningen	% huur < 710	% huur 710-950	% dure huur 950-1250	% koop	waarbinnen goedk koop
Kuypervijk-Noord	0%	893	68%	2%	0%	30%	24%
Kuypervijk-Zuid	0%	938	74%	6%	0%	19%	12%
Ecodus	0%	374	37%	1%	1%	60%	11%
Marlot	0%	211	4%	27%	0%	64%	15%
Westlandhof	29%	763	56%	1%	1%	42%	14%
Hoornse Hof	0%	913	11%	5%	0%	82%	4%
Den Hoorn	0%	678	12%	13%	1%	69%	5%
Molenbuurt	0%	561	4%	14%	2%	74%	2%
Voordijkshoorn	4%	5.331	38%	7%	1%	52%	11%
Delft	11%	49.838	43%	8%	3%	43%	14%

Figure 1: Housing stock in the Kuypervijk (Gemeente Delft).

In 2019, Kuypervijk-Noord had 1610 inhabitants, and Zuid 1660 inhabitants (Allecijfers, n.d.). Current statistics draw a picture of a neighbourhood with an over-proportional share of low-price rental flats (74% in the Kuypervijk-Zuid compared to the Delft average of 43%), and an under-proportional share of property ownership (19% in Zuid compared to the Delft average of 43%) (see figure 1). Image 4, on the right, illustrates that the Kuypervijk has a very high share of social housing, which can partly explain the high share of low-cost rental flats. On the left side, rather high use of social services can be depicted. However, it is not exceptionally much above the average.

The housing stock in the neighbourhood is described as old and poorly maintained by the municipality, residents and housing associations alike (Gemeente Delft; Wijkbarometer, 2008). This constatation resulted in the start of various demolition and (re)-construction works over the past year (Vidomes, 2020; AD, 2017) and is closely connected to many residents' feelings about their neighbourhood.



Image 5: Construction work in the Kuypervijk.

In surveys conducted by the municipality and in older research, those living in the Kuypervijk indicate low levels of satisfaction and low expectations that the neighbourhood would develop in the near future (Gemeente Delft; Wijkbarometer, 2008). Images 6 and 7 visualise these low levels of satisfaction (among the lowest rates in Delft) and little optimism the neighbourhood will develop positively in the future (among the highest rates)



Images 6 & 7: Perceived satisfaction (left) versus expected neighbourhood development in the coming years (right) (Gemeente Delft).

3.1.2 The population

The Kuypervijk has a comparatively low share of inhabitants in the age group 18-26 as well as a low share of the group 75+. The group of 27-54 years old and children between 0-17 are overrepresented in the neighbourhood, which speaks for a high density of families (cf. figure 2).

Bevolkingsopbouw 2018 (in %)	0-17	18-26	27-54	55-74	75+
Delft	15	23	34,9	20,8	6,4
Voordijkshoorn	22,3	12,4	40,6	19,5	5,1
Kuypervijk-Noord	18,6	17,8	42,4	17	4,2
Kuypervijk-Zuid	18,2	15,1	42,4	17,9	6,2

Figure 2: Age groups of population (Gemeente Delft).

The population of the Kuypervijk is very diverse. As figure 3 illustrates, currently 54.2% in the northern part and 65.2% in the southern part of the Kuypervijk are native Dutch, the share of non-Western inhabitants is 30.2% and 21.1% respectively. Besides the quite significant differences between the two parts of the neighbourhood, the development over the past years shows that Kuypervijk always used to be more diverse than the average of Delft. While the share of native Dutch residents generally decreased, it did so even stronger in the Kuypervijk. However, in the southern part, the share of non-western inhabitants remained stable (and the share of non-Dutch westerners grew), while in the northern part the share of non-western residents increased almost as sharply as the share of native Dutch decreased.

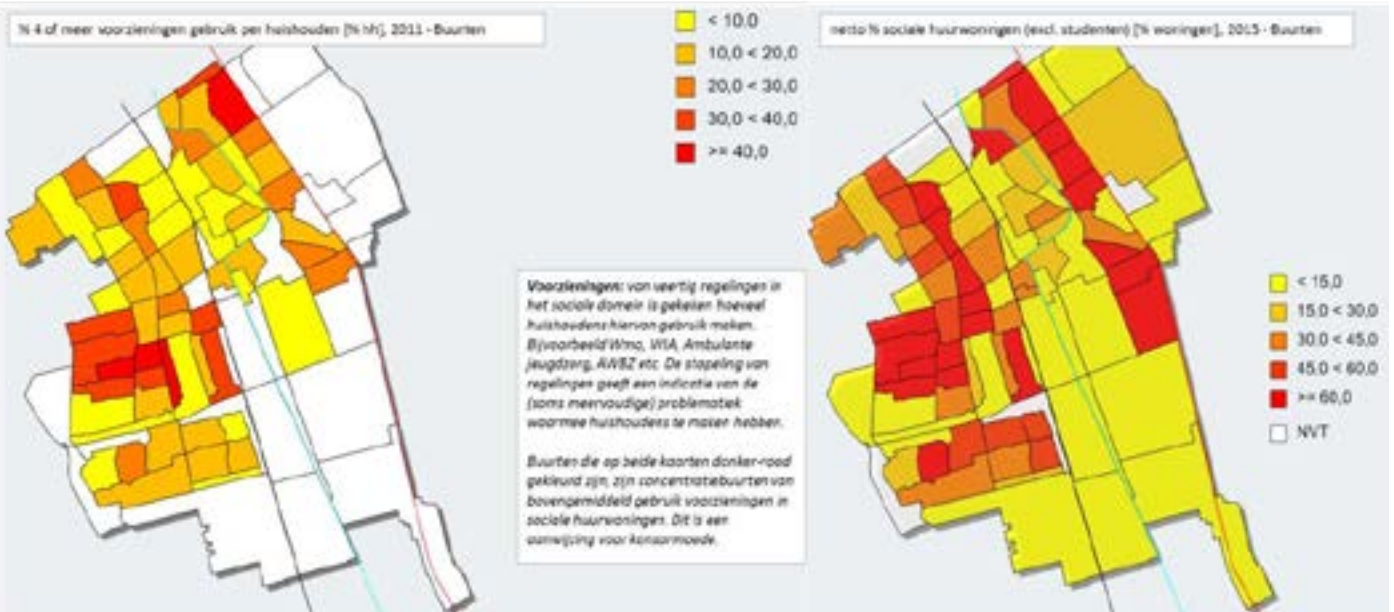


Image 4: Use of social services and share of social housing (Gemeente Delft).

% bevolking met - Buurten 1400 - Kuypervijk-Noord, 1401 - Kuypervijk-Zuid

	niet westerse etniciteit			Nederlandse etniciteit			westerse etniciteit		
	Buurt 1400 - Kuypervijk-Noord	Buurt 1401 - Kuypervijk-Zuid	Delft	Buurt 1400 - Kuypervijk-Noord	Buurt 1401 - Kuypervijk-Zuid	Delft	Buurt 1400 - Kuypervijk-Noord	Buurt 1401 - Kuypervijk-Zuid	Delft
2013	24,7%	21,1%	18,6%	63,0%	68,6%	68,3%	12,3%	10,3%	13,1%
2014	24,7%	20,1%	18,8%	63,3%	69,5%	67,9%	12,0%	10,3%	13,3%
2015	25,0%	18,9%	19,0%	62,7%	70,7%	67,6%	12,3%	10,4%	13,4%
2016	25,1%	19,5%	19,1%	61,4%	69,4%	67,2%	13,4%	11,1%	13,7%
2017	26,8%	19,4%	19,6%	59,6%	68,8%	66,2%	13,6%	11,8%	14,1%
2018	28,6%	20,5%	20,4%	57,0%	67,9%	65,2%	14,4%	11,6%	14,4%
2019	29,8%	20,4%	21,0%	54,8%	66,3%	64,1%	15,3%	13,3%	14,9%
2020	30,2%	21,1%	21,5%	54,2%	65,2%	63,3%	15,6%	13,7%	15,2%

Figure 3: Ethnic composition of the Kuypervijk and the average of Delft, 2013 to 2020 (Gemeente Delft).

Figure 4 exposes that the Kuypervijk has a very high rate of unemployed both compared to Voordijkshoorn, the larger quarter it is part of, and to the average of Delft.

% niet-werkende werklozen op de bevolking van 15-64 jaar 2018 - Buurten [8]

	% niet-werkende werklozen op de bevolking van 15-64 jaar
Buurt 1400 - Kuypervijk-Noord	12%
Buurt 1401 - Kuypervijk-Zuid	10%
Buurt 1402 - Ecodus	3%
Buurt 1403 - Marlot	4%
Buurt 1404 - Westlandhof	2%
Buurt 1405 - Hoornse Hof	1%
Buurt 1406 - Den Hoorn	3%
Buurt 1407 - Molenbuurt	2%
Delft	6%

Figure 4. Unemployment rate (Gemeente Delft).

Residents of the Kuypervijk note that their neighbourhood has a bad reputation, where prejudices such as “fireworks bombs must be flying around your ears” are prevalent (In de buurt, 2019). Similarly, it appears that residents of the Kuypervijk are generally unhappy with their neighbourhood (AD, 2018). There are, however, several initiatives and engaged residents want to improve the neighbourhood. These are, for example, the ‘Buurtverbinders’ (from now on referred to as neighbourhood connectors), the organisation DOEL, the community centre De

Parel and residents, like Mirjam de Niet, who offers mini-libraries (Delftsepost, 2019). Peter, one of the eight neighbourhood connectors, emphasizes the importance of engaging residents to instil and materialize change. Without the residents, the abovementioned initiatives serve no purpose.

3.2 Social cohesion in the Kuypervijk

The Kuypervijk in Delft was originally known as a neighbourhood with strong social interdependence and connectedness. (Hoofs, 2020) However, unfortunately, this is no longer a characteristic the neighbourhood is known for. Municipal data indicate that the level of social cohesion in the Kuypervijk is perceived as low in relation to other neighbourhoods in Delft. In 2015, a neighbourhood survey revealed a rating of the social quality of the living environment with an average of 4,93 out of 10 (Kuypervijk-Noord: 4,91, Kuypervijk-Zuid: 4,95) (Hoofs, 2020) This section seeks to answer the question: *How do residents of the Kuypervijk feel about social cohesion in their neighbourhood?*

Social cohesion in a broad sense can be defined as the social harmony that enhances the quality of public and civic life by feelings of commitment, trust and participation in networks and civic organisations (Tolsma, van der Meer & Gesthuizen, 2009). At the neighbourhood level, this definition means that social cohesion is concerned with the interactions between residents and the extent to which their lives can exist first in harmony and second with a growing level of feelings of togetherness (Amin, 2002). The perception of strong social cohesion within a community has been found to have positive effects on neighbourhood satisfaction (Grogan-Kaylor et al., 2006).

As mentioned in the previous section, the Kuypervijk is known as a diverse neighbourhood in terms of ethnicity, age, income and housing. One resident (Berend) referred to the neighbourhood as a “blended”, but levels of interaction between different groups being quite low. When asking residents about what they thought characterised the Kuypervijk, the majority of our respondents mentioned the high levels of ethnic diversity. However, our own observations on the diversity of the population in the streets of the neighbourhood did not match the statistics and statements of our respondents. The vast majority of the people that we spoke to and saw present outside seemed to have a native Dutch or western background. The above could thus indicate that the neighbourhood is indeed ‘mixed’ in terms of backgrounds of the population, but that there is not much social mixing or social interaction between different groups.

In the interviews we conducted, the social aspect was a recurring theme, with mixed outcomes on how the levels of social cohesion in the neighbourhood were perceived. Especially elderly people we

spoke to were relatively satisfied with the degree of involvement among residents. Ans (79), resident for more than 50 years, says she would never want to leave the neighbourhood. She regularly visits community centre De Parel, to meet up with her peers. Every Tuesday the centre organises a coffee morning, and we were invited to join one. Around 20 people were present, playing card games, pool or just catching up (see the observation protocol in the appendix 7.1). The visitors all seemed to be up to date about each other’s lives and that of other residents that weren’t present that Tuesday. Ans, who is a widow, says she never has to feel lonely due to the various activities organised in the neighbourhood: geriatric gym, bingo nights, and meetings at De Parel.

3.2.1 Loneliness, anonymity and mistrust Although our conversations at De Parel suggest elderly people’s interests are well represented in the area, the respondents at the community centre admit they are probably only a select group of people that are active and that know about these activities available for people from their age group (Interviews Kaatje; Dorothee; Tineke; Josje; Anke; Neeltje). They assume widespread loneliness among elderly people in the neighbourhood exists. Moreover, they felt like what has changed over the years is that people have gotten much more individualistic. There is more of an “every man for himself” culture (Interview Ans). This is noticeable in the flats where some of the elderly people live, where many of the ‘new’ residents don’t bother to greet or have a chat anymore (Interview Neeltje).

Johan, who has been living in the northern part of the Kuypervijk for over 20 years, is happy with where he lives. He has good contact with his neighbours; people know about each other’s lives. However, Johan admits, this only applies to the people he regularly sees and often come out of their houses. Many people are lonely too here, he thinks. Something that he and other residents saw changing over the years is the number of single households in the neighbourhood that increased significantly. This development is in line with figures from the municipality that show that 37% of the residents experience moderate to severe levels of loneliness (Hoofs, 2020). Anonymity and mistrust also seem to be perceived problems in the area. Several respondents referred to the fact that they felt many things in the Kuypervijk happen and stay behind closed doors. Dennis, the community police officer, confirms this. He identifies anonymity

together with mistrust as a problem characteristic for the Kuiperwijk, which he sees as factors strongly linked to little social cohesion. Dennis can tell some people suspect incidents such as domestic violence, but many don't seem very involved or concerned with their neighbours. He would like to see more involvement and social cohesion because, in order to identify problems and incidents, it is crucial that residents feel the urge to share information with the police. For an environment perceived as safe, sense of community and mutual trust are essential (Interview Dennis). Research has shown that social cohesion decreases residents' perception of danger in the neighbourhood, and those who feel safe in their neighbourhoods report higher levels of satisfaction than those who do not feel safe (Baba & Austin, 1989). An elderly lady (Tineke) described a recent situation in which she thought she saw a "stranger" in her flat, someone she had never seen before. She felt suspicious and decided to ask if he was where he needed to be. The "stranger" turned out to be a fellow resident of the flat who was standing in front of his own house. This story illustrates the anonymity and mistrust related to it in some parts of the Kuiperwijk well.

3.2.2 Connection with the neighbourhood

One of the characteristics of the Kuiperwijk is rapid in- and outflux of households (Hoofs, 2020). One could see this as one of the factors which may influence the decreasing social cohesion. According to Tolsma et al. (2009), high levels of residential mobility does not necessarily have a consistently negative effect on social cohesion. However, the perception of social cohesion is likely to have a positive effect on neighbourhood satisfaction (Grogan-Kaylor et al., 2006), and research has found positive associations between neighbourhood satisfaction and residential stability (Oh, 2003). Thus, a more robust perception of social cohesion in the Kuiperwijk could lead to more neighbourhood satisfaction and less residential mobility.

A questionnaire from 2013 shows that only $\pm 36\%$ of the residents would like to stay in the neighbourhood. Only $\pm 20\%$ says to feel connected with the neighbourhood (Gemeente Delft, 2013). A municipal civil servant referred to the Kuiperwijk as a "los zand wijk" (loose sand neighbourhood), referring to high levels of anonymity, low levels of engagement and little sense of community (Hoofs, 2020). Peter, active as neighbourhood connector in the Kuiperwijk, also uses the term "los zand" when describing the neighbourhood. Peter says he would like to bring back the community sense, like back in the days "when you asked your neighbour for a



cup of sugar." Four times a year, the platform Kijk op de Voordijk organises a themed market at the van Foreestplein to engage the residents and bring them together. However, they are not as popular as Peter wishes them to be. The market includes music, sports and games for the children, and selling second-hand goods, but is mainly organised by people outside the neighbourhood. The desired goal of bringing people from the neighbourhood together was, unfortunately, not achieved. Some residents told Peter they thought it looked quite shabby, not very inviting. Overall, the van Foreestplein is a place that many residents criticised for not being a very attractive place to go, although it has potential because it is located in the heart of the Kuiperwijk.

Furthermore, it is hard to find people from within the neighbourhood who are willing to volunteer and think along on how to improve the attractiveness of the markets. It is a problem Peter identifies: people are interested in activities and events in the neighbourhood, but for these initiatives to be successful, the involvement of residents themselves is needed, which seems to be a significant challenge. With the website www.kijkopdevoordijk.nl, the neighbourhood connectors tried to establish a "digital village square", an online platform to share information on various topics that concern the neighbourhood. It was created to bring the residents closer together, to encourage them to help each other, inform each other and organise themselves. The website provides an agenda for upcoming activities and events, updates from the community police officer, and as of recently, information and initiatives regarding the COVID-19 virus are shared on it as well. One could see it as connecting people with each other and to the neighbourhood in a digital sense. Unfortunately, the website is minimally used and therefore planned to be taken off the air.

Interestingly, many residents did complain about inadequate information provided in the neighbourhood. An example is how an 'accidental' visitor of the information market, organised by the municipality, was not aware of the event taking place until he asked the police and fire brigade, who took part in the market, what was going on. Also, many people are not aware of the activities that take place (Interview Jet). Thus, it seems like there is a demand for better information provision regarding events taking place in the neighbourhood, but the existing online platform does not seem to work as a valuable solution to this problem.

3.2.3 Activities and meeting points

During our fieldwork in the Kuypervijk, we spoke to representatives and visitors of two different meeting points where residents can come together: De Parel and DOEL. De Parel organises various activities such as the before mentioned coffee mornings, bingo, painting clubs, geriatric yoga and gymnastics, a bridge club. These activities are mainly aimed at and visited by elderly people, Karel, who is the manager of De Parel for four years, emphasises. De Parel and other community centres in the neighbourhood were previously also used as locations for youth work. However, due to government cutbacks, youth initiatives were centralised, and they now take place at more central locations far outside of the Kuypervijk (Interview Karel). Also, there used to be a gym in De Parel for the younger residents, but in a poor condition and with old equipment. The lack of places and activities for the younger residents to engage in is mentioned multiple times. (Interviews Lisa; Patricia; Ans) Lisa and Patricia, both mothers, see this as a problem. They do not blame the youth for hanging out in the square; they have no other place to go.

DOEL is an initiative of the Dutch mental health care (GGZ) with several locations in Delft. The location in the Kuypervijk is situated at the Van Foreestplein and offers activities in the creative centre and a walk-in function with cheap food and drinks. Every evening there is a 'social restaurant' here, which you can use or participate in. The activities are for everyone interested. Peter points out that as DOEL is originally a mental health care initiative, many associate it with this sector, which he thinks is not very good advertising for the place.



3.2.4 Social cohesion analysis conclusion

The Kuypervijk is a diverse neighbourhood, but findings from our fieldwork suggested that not much social interaction exists between different groups. Elderly people in the Kuypervijk seem to be involved with their neighbours, but they are engaging mainly within their age group. Also, this group is more represented in activities organised by community centres than the younger population. There is a perceived lack of places and activities for younger residents to come together and to engage in. Loneliness, anonymity and mistrust are perceived as problems in the neighbourhood. There are several initiatives to engage people and connect them with each other and with the neighbourhood, but they received a lot of enthusiasm and success among residents. Meagre information provision about activities and events in the neighbourhood is seen as an issue, but the website that should form a 'digital village square' is, in its present form, not a solution for this issue.

3.3. Safety in the Kuypervijk

The Kuypervijk as an area within the Voordijkshoon district suffers from disproportionately high levels of crime. Figure 5 reflects this with elevated levels of theft, vandalism and violent crime recorded in the Kuypervijk. Interviews conducted within the area across a broad cross-section of residents did express concerns about safety. However, interviews similarly articulated positive aspects within the area and that many residents also did feel safe in the Kuypervijk. Initiatives including the community centre De Parel helped build a sense of community in the area; the proximity of local shops and services meant people felt comfortable walking in the area, and many residents were proud of the green open spaces in the neighbourhood (Interviews Willem, Ans, Lisa & Patricia, Johan). Analysis of interviews conducted in the Kuypervijk show there are legitimate concerns towards crime in the area; however, they also revealed that crime does not exclusively determine the feeling of 'safety' in an area. This section will examine: *how 'safe' do residents feel in the Kuypervijk?*

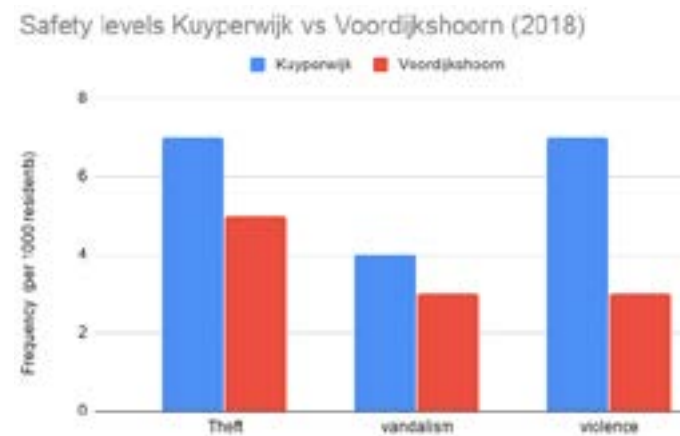


Figure 5: Safety levels in the Kuyperwijk versus Voordijkshoorn (2018) (graph made by author, data source: www.allecijfers.nl)

Safety must be understood as a broad term that contains a variety of factors that can affect its perception. Numerous data sources in the Netherlands show local feelings of unsafety remain stubbornly stable even as actual crime rates are falling (Putrik et al, 2019). An important factor in the perception of safety are crime rates; however individual characteristics of residents and the social and physical characteristics of the environment in which they live also play a role in the evaluation of safety. Neighbourhood gossip, crime television programmes, social media, government reports on crime or social sentiment all shape how residents calculate the risk of falling victim to crime (Lub & De Leuw 2017). Many different issues were raised in reference to safety in the Kuyperwijk varying from criminality, access to police and deteriorating infrastructure. The most common of these issues were the concern with the 'hanging mentality' of the residents who occupied the central Foreestplein square during the day. Our interviews reveal these 'hanging' people are loud, take drugs and occupy communal spaces during the day until the early morning and create a feeling of insecurity (Interviews Ans; Willem; Karin; Sharon; Kaatje; Dorothee; Tineke; Josje; Anke; Neeltje). The frequency of these complaints speak to both inflated crime levels in the Kuyperwijk as well as the social and physical characteristics of the environment generating a 'hanging' population with a 'hanging' mentality.

Furthermore, evaluating the safety of the Kuyperwijk cannot just rely on empirical data collected by the municipality as our interviews also revealed a fear that crimes were being underreported due to a feeling the police were unresponsive to the needs and concerns of residents (Interviews Ans, Dennis, Lisa & Patricia). Interview respondents articulated a mistrust towards the municipality and the local police

force and admitted to a reluctance to phoning '112' as they feared other residents finding out it was you who made the call. This fear could account for the high level of violent crimes being reported, as seen in Figure 5, while the more marginal 'minor' offences of theft and vandalism are being underreported.

3.3.1 Competition over Public Spaces

Several interviews revealed frustration at the misuse of public spaces. There were repeated calls for public spaces such as picnic benches to be removed as they became spaces to be occupied by the 'hanging group' (Interviews Ans, Willem, Karin). These benches on the Foreestplein were designed for families to have picnics and for parents to watch their children play together but instead the 'hanging youth' use the area to 'play around' on scooters making the area unsafe for young families. The narrative around this development, which is echoed in academic research, was that the deteriorating environment may, in turn, facilitate potential crimes and that investment in appropriate public spaces would counteract this development (Interviews Johan, Berend; Li, X., et al., 2015).

A recurring message from all the interviews was in fact that all groups require a greater diversity of green spaces to reduce competition and conflict between residential groups. Ans (79) saw the complexity of the issue as she resented this group monopolising the area but also understood "there is nothing to do so they have to hang here" (Interview Ans). Similarly, Lisa and Patricia agree there "is no space for young people here", but also there is "too little organised for children", and "despite there are enough empty spaces, places where a centre could be created for these people, nothing is done with these spaces. The municipality of Delft cuts back on youth" (Interview Lisa & Patricia). Johan, Ans and Karin all advocate for more specialised areas from specific demographics of residents: mainly young families and new playgrounds for children. There is an apparent animosity toward the 'hanging group' and their antisocial behaviour, but, notably, they share a level of empathy for this same group as they understand that there is no alternative but to compete for access to the existing, limited, shared green spaces.

3.3.2 Safety of Social Spaces

An additional concern of the residents was the safety of the spaces themselves. Not only did the people occupying the spaces provide safety concerns for residents, but another critical consideration of our interviewees also addressed the safety of the infrastructure within the Kuyperwijk itself. Some of the most prominent concerns in our interviews included a lack of traffic control, making pedestrian areas unsafe and the walkways within the Kuyperwijk being poorly maintained and problematic for elderly residents.

Sharon, Karin and Jan articulated a clear wish for a spatial intervention that would improve safety within the area by addressing the crime in the Kuyperwijk. Sharon felt most 'unsafe' after dark and Karin also admitted that she was uncomfortable confronting the group on the Foreestplein at night when large groups would come together. Jan was explicit in stating that criminality and drug-taking increased at night and that currently areas were poorly lit which contributed to the feeling of danger. A solution to this particular worry could be the installation of additional lighting in the problematic Foreestplein area. Studies show street lighting can act as a spatial intervention to the built environment and to alter the perceptions, attitudes, and behaviour of residents and thereby increase the feeling of safety and potentially reduce the level of crime in the area (Farrington & Welsh 2007).

3.3.3 Initiatives to build Safety in the Kuyperwijk

There is a growing understanding of the "community of peacekeeping" and that safety requires all stakeholders in the area to contribute (van Eijk, 2018). Many residents are appreciative of recent developments within the Kuyperwijk, bringing amenities into the area, including new independent businesses and a PLUS supermarket. Local businesses such as these are proven to improve mobility within the area and higher levels of social interaction with other members of the community (van Eijk, 2018). Additionally, the local shopkeepers have created the group 'Winkelcentrum Van Foreestweg,' that works together with the Municipality, Police and Fire Brigade, to create a safe shopping environment. Together they work with the 'Hoofdbedrijfschap Detailhandel' to tackle crime and nuisance and deterioration and drug nuisance in the shopping area (Delftopzondag, 2010).

3.3.4 Wijkagent (Community Officer)

Dennis spoke clearly about the obstacles facing the Wijkagent (further referred to as Community Officer) scheme and the police more generally in the area. Dennis was honest about the limitations to his effectiveness in the area; however, he also described a good relationship with the community and a successful initiative overall. Dennis felt valued within the community; that he was seen as approachable, residents were eager to speak to him and would seek him out even in bad weather, because they were so eager to talk to him and share their thoughts. The level of interaction he describes with the community shows that the Community Officer initiative is working well, and also Dennis' knowledge of the issues in the area shows a good level of commitment to the area. Analysis shows that trust in government as an overall system is fragile and could be the actual motivator for the mistrust the community may have toward the police. However, this is usually a minority view, locally determined, not widely shared and subject to change (Lub, V., de Leeuw, 2017). Trust in government-related specific agents, however—e.g. a particular police officer or civil servant—is much higher (Lub, V., de Leeuw, 2017). Dennis is clearly a leading figure in the community to offset the feeling of insecurity in the Kuyperwijk and his effects in the neighbourhood are clear.

3.3.5 Digital Platforms

Kijkopdevoordijk.nl, Delftvoorelkaar and WABP

These platforms help promote safety in the area. They have reduced the threshold of entry to bring about change and have empowered residents to be more active in the community— even if it is digitally. These 'digital village squares' have numerous effects and are designed to be welcoming and useful for a broad community. This means the community are active participants in the area, either physically volunteering and attending events, or creating a digital profile to communicate with the community Whatsapp group. Digital activation is useful as it can stimulate broader activities. Citizens' decisions whether or not to engage in communities, first consider the importance of their input, and second, they judge the value they can offer to the public service delivery process (Van Eijk and Steen 2016). However, secondary engagement is much easier after this initial hurdle. Dennis is an active presence of the Kijkopdevoordijk.nl site and initiatives like WABP have established effects on the crime in an area. Currently, these sites all exist but are only utilised in a limited way; there should be a push to develop engagement in these initiatives further.

3.3.6 Safety analysis conclusion

It is the responsibility of the Kuypervijk to address the clear and present safety concerns in the area. Empirical data about high levels of criminal behaviour are directly reflected in the lived experience of the residents with many individuals expressing suspicion, mistrust and anxiety about their safety. The mistrust the residents expressed toward the local police and the Municipality is a particular concern, as this significantly inhibits the ability for the correct stakeholders to intervene effectively in the area. If crimes are underreported in the area, then this could significantly reduce the ability of interventions improving the Kuypervijk. Fortunately, it is also clear that this area benefits from a vocal community of residents who wish to address these issues and are motivated to push for improvements themselves. It is significant that many interviews defended the Kuperwijk and believed it was a good area to live but that it suffered from a prejudiced lousy reputation (in de buurt, 2019). Analysis of the Kuypervijk in its current condition shows that initiatives that are successful in addressing the 'hanging' mentality of the area and the people on the Foreestplein would be very effective in changing residents' perceptions of the area. Additionally, interviews completed in the area show a motivated local community eager to help in these initiatives.

3.4 Conclusion: Social Cohesion and Safety in the Kuypervijk

The Kuypervijk faces a series of simultaneous issues. While crime levels remain high, the area is unable to address its excessively negative reputation. One of the key issues affecting the Kuypervijk remains that only a small proportion of the residents experience the neighbourliness and attachment to the community that can help the area. This group largely consists of retired longtime residents. Until this same feeling of pride and connection to the area is created among the remainder of the residents, this reputation is unlikely to change. However, for this same reason the Kuypervijk is unable to retain its residents; with high levels of population morphology, contributing to loneliness and anonymity. This problem is cyclical in nature: a rate of high criminality is creating a feeling of unsafety; which results in a rapid rate of residential movement; which breeds anonymity, loneliness and mistrust in the area. For this reason, we believe immediate, safety-oriented spatial interventions combined with a more long-term focus on social cohesion can break this cycle of problems in the Kuypervijk.



There must be a targeted and visually obvious intervention geared towards the Foreestplein and the groups of people that 'hang' there. This group proved to be the cause of a high amount of the frustration within the area. It should also be considered that this group also act as scapegoats to the wider community and any intervention exclusively targeted to this area or group will not address the more structurally embedded issues, or 'fix' the Kuypervijk. For this reason, we advocate for both social and spatial interventions that can speak directly to residents' complaints while also creating a new social environment for social cohesion to grow and address current feelings of unsafety, loneliness and anonymity.

There is an existing framework of activated and motivated citizens; however, these pockets of connection are not reaching enough of the population to make them feel connected to the area. As a result, the correct intervention would be one that speaks directly to residents feeling of being unsafe in the area; therefore, a spatial intervention will be required. However, the more substantial, more long-term intervention must focus on social cohesion between neighbours. Mistrust between groups remains a crucial problem. However, highly visible interventions by the municipal stakeholders would be highly effective in reducing this sentiment. For this same reason, the municipal government should not impose measures to build social cohesion; instead, interventions should be designed that activate an already effective and proactive resident community.

Our analysis is based on the integration of personal statements of local stakeholders, structured observations completed in the field, quantitative and qualitative data analysis, and extensively compared against broader research on the topic of safety and social cohesion interventions in the Netherlands and abroad. We are confident that the interventions we put forward in the following sections are pragmatic and achievable in relation to the local context and capacities within the Kuypervijk. Our report determines that the outcomes of these interventions are sympathetic to local capacities and effective in generating change. Our interventions will be described deterministically and that they 'will' bring about the desired changes in the Kuypervijk.

4 DESIGN AND STRATEGIC INTERVENTIONS

4.1 What is our vision?

“A bit of civility back in the neighbourhood” is what Peter suggests. He envisions a neighbourhood where people feel comfortable to borrow a cup of sugar from their neighbours, a community where more positive interaction takes place. We believe that this already happens on a small scale and is possible for the whole of the Kuypervijk. With the right measures and support the Kuypervijk can (re) grow into a neighbourhood where social contact is made between residents of all shapes and sizes and where cohesion characterizes the community.

We are convinced that crime and drug-use can be reduced and that the Kuypervijk can become a place where people are and feel safe. Smooth cooperation with the police, fewer dark and shady corners, less hanging about and more keeping an eye on each other and looking out for each other will be the future. The neighbourhood can be a place where more people are engaged and want to invest not only in each other but also in the neighbourhood itself. With the correct investments and by building on existing engagement and the potential of the spaces, the Kuypervijk can become a place of which its residents are proud. A place that is no longer temporary, but where people want to stay.

Considering the neighbourhood consists for a large part out of social housing and flats, the public spaces have a relatively large significance for residents. Much value is attached to ‘third places’ where people can come together. Currently, it is feared by some that placing more benches will encourage more ‘hanging’. Instead of this meeting points should be inviting to all. They should not be monopolized by one group. In a diverse neighbourhood like the Kuypervijk, all people should feel welcome, and spaces should be inclusive. The public spaces should encourage everyone to come together. According to Peter, the Kuypervijk is “the forgotten child in the class”. Where the rest of the area is moving forward, the Kuypervijk is staying behind (Peter). “Like in a puzzle, every piece is needed” (Interview Dennis). Thus, to achieve our vision, the residents should receive support to work together with each other and with other stakeholders in the neighbourhood. They should build on existing structures but aim to create change. They will aspire to be better together.



4.2 Strategic interventions

4.2.1 Strategies

In order for our vision of the Kuypervijk, based on our analysis and the input of our respondents, to come into fruition, the following three strategies should be pursued: community building, active citizenship and inclusive spaces. Community building will be achieved through the creation of the community garden the Kuypertuin. Active citizenship will be encouraged by asking residents to keep an eye on each other through the KuypersControle. Finally, an inclusive space will be designed by improving the liveability of the Van Foreestplein with the Kuyperscafé and a new lighting concept. The different interventions will be discussed in a structural manner inspired by the theory of change model (see appendix 7.4). First, the current situation will be sketched (context). This is followed by the implementation of the intervention (efficiency) and beneficial outcomes (effectiveness). Finally, a schematic overview of the programme theory is included. In this way, the theories of change in our interventions are illustrated. Above, one integral vision has been presented. We believe that all proposed interventions should be connected and work together towards the same goal. Only in this way can they effectively contribute to the whole neighbourhood.

4.2.2 Community Building Intervention (1)

Community Garden ‘De Kuypertuin’

4.2.2.1 Current situation

The Kuypervijk-Zuid is characterised as a ‘loose-sand’ (fragmented) neighbourhood. The social interconnectedness between residents has been declining, and high levels of loneliness and anonymity prevail (Hoofs, 2020). The interactions that take place between residents appear to be limited to within one’s own ‘group’. Simultaneous to this trend, the Kuypervijk shows a decline in perceived liveability and declining levels of connectedness to the neighbourhood (Hoofs, 2020). Therefore, we propose the community building initiative ‘De Kuypertuin’ as a strategy to tackle the issues mentioned above. ‘De Kuypertuin’ will be a community garden; a plot of land in an urban area which is individually or communally tended to by people from the direct neighbourhood to which there is a collective element (Veen, 2015). This collective element can entail, for instance, shared responsibility or collective ownership (Knapp et al. submitted).

The Southern part of the Kuypervijk consists for ninety-four per cent out of multi-family housing (i.e. flats) originating from the \pm sixties, giving it a slightly “old, dull and grey” appearance (Allecijfers, n.d.; Interview Berend). Due to this set-up, most homes do not have a private garden. We did, however, observe a few examples of communal green spaces between the housing blocks. Image 8 is of one of the communal gardens (only accessible for the residents of the housing blocks) and illustrates that there is the collective capacity and willingness to maintain gardens properly. This garden was designed by a famous landscape architect, which might be one of the reasons why it is well maintained. Thus, also, in this case, it is apparent that external support is valuable.

Although only a few residents have a private garden, there does not appear to be a lack of access to green spaces in the neighbourhood. It does seem, however, that these green areas are not actively used. With only one playground and one discarded football pitch in the neighbourhood, there is a relatively small amount of public space that encourages people to come together. Additionally, the sentiment that there is a competition over the public spaces is expressed during the interviews. By establishing a community garden on existent and under-used green plots, no new space needs to be developed. However, active commitment and cooperation between different parties is required. The current actors and stakeholders involved in the neighbourhood will be encouraged to work together to realize this project. These stakeholders could involve the municipality of Delft, housing cooperation's (depending on the plot), organization Delft Voor Elkaar [social services organization], DOEL, community centre De Parel, the Mozaïek elementary school and last but surely not the least; the residents of the Kuypervijk(-Zuid). Furthermore, we would recommend including the Groenkracht foundation to support the implementation of the project. The Groenkracht foundation aims at connecting people and places in Delft to create awareness about the possibilities for sustainable food production (Groenkracht, n.d.).



Image 8: Garden between the housing blocks on the Van der Lelijkstraat and the Van Blommesteinstraat

4.2.2.2 Implementation

Cooperation between the various stakeholders and active participation of the residents is imperative for the success of this strategy. The stakeholders will provide different inputs and will benefit from a diverse set of outcomes. The municipality and a housing cooperation (Woonbron, Vestia, Vidomes or Protestants-Christelijke Bejaardenzorg (PCB) foundation) will be the facilitators of small funds and/or access to land. For additional funds, more sponsors could be approached.

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Although this foundation can support setting-up the garden, the residents must take charge and responsibility for their garden. A garden committee (GC) will be established to ensure this happens in a structured and organized manner. This committee will consist of a motivated and diverse group of residents who are committed to the coordination of the garden on a voluntary basis. Delft Voor Elkaar (DVE) will strategically support the formation of the garden committee, as they have their roots in the municipality, and are in direct contact with the residents (Delft Voor Elkaar, n.d.). Other local initiatives active in the neighbourhood, such as DOEL and De Parel, will also be encouraged to partake in the strategy to inform and motivate residents (their visitors). Finally, the Mozaïek elementary school, day-care the Bloemsemboom and nursery Small Steps Noordzee will be asked to be involved. As a community garden has many educational benefits (Livingston, n.d.), the school and day-cares will be encouraged to take responsibility for one plot.



Image 9: Interactions at Community Garden the Kuypertuin

To reach residents that are not engaged in the abovementioned initiatives and might suffer anonymity, it is important that information is communicated widely and visibly. The neighbourhood connectors and the digital village platform kijkopdevoordijk.nl will help with promotion. Additionally, flyers will be distributed in the Kuypercafé. As the 'Kuypertuin' will be by and for the residents, all choices should be made in consultation with them. The garden committee will set up meetings at a central location, for instance, at the Kupercafé, where everyone interested can share their input. During the workshops by Groenkracht wishes and ideas can also be collected for the design. The garden committee, together with the other stakeholders, will make the final decision where the Kuypertuin will be constructed and how it will be set up. It will need to be decided how the plots will be divided. For example, there could be a communal part with a herb garden and some fruit trees, a few plots that are managed by residents individually, and the school and/or day-care could have a shared plot. Such a division appears to work well in the community garden 'Buurttuin Delfgauw' (Groenkracht, n.d.). Additionally, different locations come into question. A few examples of where we propose the garden could be created are indicated in image 10.



Image 10: Community garden locations

Northern plot: Visible piece of unused land. Central in the Kuypertuin
Middle plot: Next to the playground and Mozaïek elementary school. Central location in the Southern part of the Kuypertuin.
Southern plot: Currently in hands of PCB. Buildings will be demolished. So new use of the space needs to be defined. Community garden could make this an attractive place. This location could also be an opportunity to create a landmark that helps to define the Kuypertuin.

4.2.2.3 Expected Outcomes

By creating the Kuypertuin we expect a large number of evidence-based short- and long-term positive outcomes. Outcomes that are often widely acknowledged by policy-makers and academics. First of all, an inviting and inclusive public meeting place will be created where all residents can leisurely come together and where social cohesion can be nurtured (Firth et al., 2011). Increased social interaction between residents of different generations and various social backgrounds will be encouraged by the green environment (Van Wetten, 2010). Hereby, the challenge of involving a diverse group of interested residents should be recognized, so that the garden does not turn into a sight of exclusion (Veen, 2015). Informal interactions and bumping into neighbours in public places can lead to an increased sense of trust and connection between people and the places where they live (Veen, 2015; Leyden, 2003). However, gardens do not only enable meetings and interactions, but they also ensure that people have to work alongside each other, solve problems together and work for a common cause (Hanna and Oh, 2000; Smit & Bailkey, 2006). As people are driven to take responsibility for their environment and become engaged citizens, the garden acts as visible evidence that they can create change (Veen, 2015). Moreover, by encouraging a wide range of people to participate in an activity together and by making them share tools and responsibilities, community gardens can contribute to community building (Macias, 2008; Veen, 2015).

In addition to working on the cohesion between the residents, a connection can be forged between the residents and the neighbourhood. Improving the physical environment can ensure a stronger sense of community as the people will feel more at home and more connected to their neighbourhood (Maas et al., 2008). A more positive identification with the neighbourhood, as it also becomes more visually attractive, can result in the sense of pride for the residents. There is even evidence that

community gardens can increase property values (Voicu & Been, 2008), something that could be considered beneficial for housing associations.

Furthermore, this positive identification can also partially determine the social quality of the neighbourhood, as the presence of green spaces can ensure that people experience less shortage of social contact and support (Bolt & Torrence, 2005; Maas et al., 2008; Veen, 2015). In this way, residents who are not involved in the garden can indirectly benefit from it. Simultaneously, people tending to the garden will feel more personally invested in the place where they live and gain a sense of ownership (Livingston, n.d.). Respectively, by creating a community garden, people will be encouraged to invest in each other and in their neighbourhood.

4.2.2.4 Programme theory

Programme efficiency			Programme effectiveness
INPUTS What we invest	ACTIVITIES What we do	OUTPUTS Goods and services produced	OUTCOMES What happens because of our activities
- Budget from the municipality for the construction - Money and resources from sponsors for maintenance - Expertise of Groenkracht foundation - DVE for the formation of the GC - Gardening resources from Hovenier vd. Heijden	- Appointing of the GC - Creation and distribution of promo materials - Decision on location and design Kuypertuin - Construction of the Kuypertuin	- Appointing of the GC - Creation and distribution of promo materials - Decision on location and design Kuypertuin - Construction of the Kuypertuin - Workshops provided by the Groenkracht foundation - Group meetings coordinated by the GC at the Kuyperscafé - Community garden the 'Kuypertuin'	Short term: - An inviting and inclusive public meeting place - Increased social interaction - Increased neighbourhood involvement and citizen engagement - Improved attractiveness of the built environment Long term: - Increased feelings of community and strengthened social cohesion - Increased sense of trust - Improved positive neighbourhood identification - Increased sense of pride

4.2.3 Active Citizenship Intervention (2)

Bottom-up safety initiatives for social cohesion 'De KuypersControle'

4.2.3.1 Current situation

The Kuyperswijk is a problematic area for policy-makers. The area itself suffers from a disproportionately high level of crime, with residents clearly expressing concerns with crime itself as well as a general feeling of being 'unsafe'. Additionally, there is a clear sentiment in the area that these issues are the product of a particular community of 'hanging' people congregating at the van Foreestplein. This specific sentiment speaks to a broader issue of mistrust between community stakeholders, as several residents expressed a similar level of mistrust towards the local police, the municipality, housing associations, as well as a lack of familiarity with neighbours.

Despite this, the Kuyperswijk similarly contains a firm bedrock of community initiatives which are designed to address local issues, as well as a relatively high level of civic engagement. Interviews completed in the area reflected a vocal community working to improve the area. Both the Community Officer scheme and the creation of digital platforms including the kijkopdevoordijk.nl and Voordijkshoorn WhatsApp BuurtPreventie group have been well received as useful initiatives however the engagement levels have been low, and the sustainability of these sites is under threat.

We propose to build on these initiatives with a citizen-led neighbourhood watch team and accompanying Whatsapp group to monitor safety concerns in the Kuyperswijk specifically; this will be named the 'KuypersControle' to recognisably link this initiative to the other interventions we advocate for in the Kuyperswijk. The main innovation behind this intervention is to reduce the target area from the Voordijkshoorn district to the Kuyperswijk, specifically. By doing this, we hope to enhance the feeling of ownership by the residents and therefore activate citizens to participate more widely in the area. This active citizenship will build social cohesion in the area while focusing on safety concerns to alleviate a more general feeling of 'being unsafe' in the area. To build on this sense of ownership and identity for the intervention and the Kuyperswijk more generally we advocate for the KuypersControle team and accompanying Whatsapp group to have a unified identity, recognisable by a KuypersControle logo.



Image 11: KuypersControle implementation and logo.

4.2.3.2 Implementation

The primary purpose of the 'KuypersControle' team in the Kuyperswijk is to create a safety-focused intervention which can enfranchise the residents to participate more actively in the maintenance of the local area. The KuypersControle team would be a local committee of residents with the mandate to complete limited activities and monitor the safety of the area. These activities would be mandated by the municipality as a low-cost voluntary scheme to reduce crime in the Kuyperswijk. The KuypersControle team would be trained directly by the local police force to evaluate safety risks in the area as well as understand the limitations of the powers of similar Buurt Preventie (from now on referred to as Neighbourhood Watch) initiatives. A formal contract or agreement, designed by the municipal professionals would also be signed by members of the KuypersControle team to ensure no one breached reasonable terms of their position. This co-production model of community safety between municipal and residential stakeholders is designed to increase trust between stakeholders as well as boosting the sustainability of the project over time (van Eijk, 2018). To ensure this relationship and intervention is effective we would recommend semi-regular meetings, six times a year, between the KuypersControle team, the local Community Officer and municipal representatives to clarify roles, evaluate effects and improvements in the local community, and express appreciation of the volunteers to sustain the project. We advocate for these meetings to take place every two months as we believe this constitutes a reasonable commitment for the sustainability of a volunteer scheme that works around the regular schedules of the stakeholders involved.

In response to the feeling of unsafety expressed by the residents, the KuyperControle team would be a purposely visible intervention with uniforms including high-visibility jackets, flashlights and other visibility markers approved by the police and municipal bodies. Additionally, the visual impact of seeing citizens take a proactive role in the safety of the area will motivate other citizens also to consider active citizenship and therefore build more social cohesion (van Eijk, 2018). One of the strengths of this co-production approach to community safety is that both the local police and the community benefit from enhanced safety and “eyes on the street” (van Eijk, 2018). However, a secondary effect is citizens responding to a citizen initiative in which the community are empowered with visible authority to participate in the area, this, in turn, builds social cohesion (van Eijk, 2018). Active citizenship of this kind positively affects people’s feeling of safety and also motivates others to consider other forms of active citizenship which, in turn, builds social cohesion (Pridmore 2019).

This intervention is not trying to impose a new initiative but is trying to optimise the strengths already existing in the neighbourhood. A Neighbourhood Watch team can mobilise an already active community of residents and can promote wider engagement to promote safety in the Kuyperwijk. To complement the creation of a KuyperControle team specifically for the Kuyperwijk, we would also advocate for a similar KuyperControle Whatsapp Group. Currently, these initiatives exist at a Voordijkshoorn level. However, by localising this initiative to the Kuyperwijk, there is the capacity to increase local engagement from peers. There are over 7000 WhatsApp neighbourhood crime prevention (WABP) groups in the Netherlands, and the low threshold of entry makes these schemes popular and effective (Pridmore 2019, Lub, 2016).

Similar groups in Tilburg were found to reduce burglary levels by 40%, and the local Community Officer also noted these groups dedicated to safety “naturally fostered social cohesion in the community” (van Eijk, 2018). One of the obstacles noted by these initiatives was the reliance on a community administrator to monitor, upkeep and enforce rules within the Whatsapp group (Pridmore, 2019). By handing these responsibilities to a team of Neighbourhood Watch members, this burden is reduced. Additionally, we would advocate for a recognisable ‘KuyperwijkControle’ logo to be visible within the area, the Whatsapp group logo, and be a component of the KuyperwijkControle team uniform. WABP sells stickers to participants on the neighbourhood watch scheme, and we advocate

for similar stickers to highlight this new intervention in the Kuyperwijk. Finally, we will also add visible QR codes in key areas in the Kuyperwijk where people congregate. This final initiative would allow residents to join the community Whatsapp group by merely scanning the QR code with their phone. This means that residents who are not eager to interact with the KuyperControle team directly can still participate in the scheme without direct contact. An additional benefit of these physical QR codes would be to operate as advertisements of separate but complementary interventions happening elsewhere in the Kuyerpwijk. Areas such as the new KuyperCafe and Kuyper tuin would be distinct suggestions for initial destinations for the QR codes.

The KuyperControle is a people-led intervention, in which residents are invited to become active citizens through collective empowerment (Lub 2016). This intervention utilises the strengths already existing in the Kuyperwijk by applying a widely used scheme that has had apparent effects on community safety and social cohesion in other areas of the Netherlands. By personalising this initiative further through a recognisable brand identity and logo, with the additional physical QR codes within the community, participation in the scheme will be maximised. Active citizens’ decision to participate in co-production community initiatives depends on the citizens belief in the importance of the initiative, their belief whether they can personally add value to the initiative, ease of participation, and trust in the participating parties (van Eijk, 2018). By tailoring this scheme to a smaller area, in which neighbours are cooperating directly to improve the Kuyperwijk through physical and social interventions, we believe restrictions to participation in this co-production initiative have been minimised.

4.2.3.3 Expected Outcomes

There are no strict policies or regulations about the creation of Neighbourhood Watch teams or how they interact with municipalities and the police. This freedom means this citizen-led KuyperwijkControle initiative can organise itself naturally and can work primarily through the good, existing relationship the current Community Officer has with the Kuyperwijk. This freedom means that not only the organisational strength within the Kuperwijk can be maximised, but previously underutilised strengths can also be prioritised. The Kuyperwijk remains a highly diverse area, and the creation of a citizen-led digital platform plus a KuyperwijkControle team means this diversity can be represented and championed within the area. Citizens will be actively invited to come forward and choose to represent the Kuyperwijk.

One of the most significant outcomes of this intervention will be the capacity o the local police, through the Community Officer, to successfully intervene in the area when necessary. There is an established anxiety that crimes go under-reported in the area and that ‘things go on behind closed doors’. This same anxiety was articulated by interviewees who shared a mistrust of other stakeholders in the area. By allowing this supplementary KuyperwijkControle team to work closely with municipal actors, while representing the residents, an argument is provided against this mistrust, as this visible team is present in the area. Similarly, residents who are anxious about calling the ‘112’ number now have the option to speak privately to a community member physically or digitally. Not only will this have a significant effect on the perception of safety in the area due to smaller issues being resolved within the community, by trusted figures in the local community, but the overly stretched local police force will also have additional bandwidth to address larger crimes in the area, while also benefiting from the additional information provided by the KuyperwijkControle team.

4.2.3.4 Programme Theory

Programme efficiency			Programme effectiveness
INPUTS What we invest	ACTIVITIES What we do	OUTPUTS Goods and services produced	OUTCOMES What happens because of our activities
-Budget from municipality for local police to train and monitor new volunteer force. - Budget for design and printing of new Kuyperwijk logo - Increase level of contact between KuyperControle team , the local Police and the Municipality.	- Municipal training for KuyperControle team six times a year - Creation of community QR codes and stickers. - Draft and sign mutually agreed ‘covenant’ outlining powers and responsibilities of the KuyperControle team	- The KuyperControle team - Visible active citizenship through KuyperControle team and online community discussion. - Uniformed patrols generate local ‘KuyperControle’ logo for residents.	- Active citizens takes active role in assisting local police - Active citizens contribute to social cohesion as they assist new KuyperControle team - Safety concerns adressed - Increased trust between KuyperControle team and local police and municipality.

4.2.4 Inclusive Spaces Intervention (3)

The 'Kuypercafé' terrace and 'the new light concept' on the Van Foreestplein

4.2.4.1 Current situation

The Van Foreestplein with its bus stop, various shops and initiatives (such as DOEL is the centre of the Kuyperwijk. Nevertheless, as the previous chapter has shown, it is also at the centre of adverse developments. Many residents are not satisfied with its spatial structure, the street wrapped around the square, and the various places which invite young and middle-aged people to hang out during the day and at night, creating an atmosphere of insecurity. Observations during night-time visits as well as during the day point out several problematic elements:

- The space the square offers with its wide asphalt area attracts people with scooters to drive around on the square, especially during the night time and does not fulfil a function as the neighbourhood centre as it could.

- Residents characterise the van Foreestplein as a place where people often hang around and cause nuisance, especially at night. Some residents also reported drug-use and selling, making it an area perceived as unpleasant and unsafe. When observing the Kuyperwijk during night time, we noticed the square and its surroundings appeared rather dark. The square contains one big streetlight in front of the cafeteria, but it does not provide much lighting for the entire square. A place poorly lit can be seen as attractive for people to hang around at night (Eysink et al., 2012). Research shows that a coherent lighting strategy has a substantial impact on the use of public areas, perceived safety, and can even foster social cohesion (see below).

- On the street wrapped around the square it is currently possible to drive in two directions. According to residents (e.g. Willem), this creates problems for pedestrians and car drivers, especially as a bus is using the street too. Hence, a problematic traffic situation is created due to a lack of space. Based on these observations and residential input, we propose to turn the street into a one-way street. Based on these findings, in this section of the interventions, three concepts are proposed that aim at making this public space more inclusive and liveable. By doing so, it will simultaneously tackle both central issues defined in chapter three; issues related to safety and social cohesion. First of all, an innovative lighting strategy will illuminate the space adequately and hence create a feeling of safety for



Image 12, 13 & 14: Picture of the square at night

residents. Secondly, the proposal to return to a one-way street concept will tackle the traffic problem.

Finally, the concept of a pop-up public space, overseen and run by already present and engaged initiatives will make the square more attractive, bring residents together and create new and locally run opportunities for engagement and recreation, in the form of a café. At the same time, it will strengthen the bonds between those who are present and willing to be engaged in the development of the neighbourhood.

Currently, various independent efforts to improve the neighbourhood exist but suffer from a variety of problems. For example, residents act alone and have little influence, specific groups (e.g. neighbourhood connectors) are not seen as a local initiative as some representatives come from outside the neighbourhood, or the initiative is stigmatised due to the primary target group (DOEL). The Van Foreestplein offers the opportunity to be the attractive centre of the neighbourhood, which brings people of diverse backgrounds together and concurrently reduces the divide between the Northern and Southern part of the neighbourhood.

4.2.4.2 Implementation

4.2.4.2.1 Neighbourhood initiatives, Kuypercafé and the Van Foreestplein

Residents criticised the lack of café locations and overseen spaces to sit down. Transforming a part of the Van Foreestplein into a café with terrace space responds to this criticism. Further, by introducing this as an initiative that is spatially connected to DOEL but commonly run by other initiatives and engaged individuals (e.g. the different motivated respondents or the neighbourhood connectors), it will help to bring their efforts together coherently. A common café space that builds on the already existing concepts within DOEL, such as a neighbourhood restaurant, 'mama café' and 'haak en brei' café, can assemble the different interests without disregarding the respective interests. The currently existing café and restaurant are highly targeted and limited in their opening times. This intervention, hence, suggests to extend them, open the space for a broader public and motivated residents. As is argued here, that can help to overcome stigmatisation of DOEL as well. To further build on the aforementioned interventions, which helps present the Kuyperwijk as a 'brand', and foster community pride and cohesion, the café could be named 'Kuypercafé', but the final decisions remain to be made by those who will run it. The commonly created space, extended by

an outdoor area that makes the Van Foreestplein more attractive, can be used more intensively for workshops, readings, screening and other activities depending on the respective group's interests. The idea of developing a terrace to make the square more attractive has previously been suggested in the Kansen Kaart (Gemeente Delft, 2018), confirming that multiple parties foresee opportunities for this. Moreover, for residents, it becomes clearer where they can be engaged, introduce their ideas and meet their neighbours – as guests or as active contributors. Similar initiatives exist across the Netherlands. The DOEN Foundation supports such initiatives. An example is the 'De Leeszaal Rotterdam West', which describes itself as follows:

It "serves as a meeting point in a former Turkish bath in West Rotterdam where language and culture play a leading role. There is an extensive book collection and educational and cultural programmes for residents, offered by residents. The reading room is run entirely by volunteers and many different residents find their way to this central location. In this manner, this innovative resident's initiative contributes towards the quality of life and social cohesion within the neighbourhood." (Doen.nl, 2020). Below, two pictures of the Leeszaal Rotterdam West illustrate how the available space could be used in an open and inviting manner.

We propose that the neighbourhood connectors in cooperation with DOEL will compose a team of engaged and motivated residents willing to volunteer in running the café. Regularly, inclusive activities similar to Leeszaal Rotterdam will be organised, aiming at bringing residents with different backgrounds together. Regarding funds for Kuypercafé, potential partners can be the municipality (as they support other local initiatives such as the neighbourhood connectors as well) or Fonds1818. Stichting DOEN is a similar platform the café could potentially be linked to. However, it should be pointed out, that the café would aim at sustaining itself after necessary initial investments. Due to the gastronomic structure of the Kuyperwijk (a lack of cafés with inviting spaces in- and outdoor), demand by citizens and the potential of such initiatives (tested in other places), a fundament for the successful development of the Kuypercafé is present. Organizers and volunteers of Leeszaal Rotterdam and DOEN Foundation will be consulted to think along on a similar structure for the Kuypercafé. DOEL will be asked to provide existing resources to be used for the physical café space.

Additionally, products made from “home-grown” fruits and vegetables of the “Kuyperuin” can foster local identification and reduce costs for the initiative. As previous research has shown, social cohesion and an active neighbourhood are especially crucial for residents without a job and with a non-western background (Bergeijk et al., 2008). With the Kuypervijk having above-average rates of unemployed residents and residents with a non-western background, the Kuyperscafé will be a fruitful approach to strengthen and assemble already existing initiatives and meet the demands of residents through newly coordinated efforts. Additionally, opportunities for local entrepreneurs and jobless people are provided. On a spatial level, it will improve the Van Foreestplein and make it more accessible for public use by offering outdoor café facilities. If desired, the outdoor gathering area can move to different areas within the neighbourhood. Past research has emphasised the vital role gathering place can play for community-building. Lukito and Xenia (2017) refer to Oldenburg when describing “public places on neutral ground where people can gather and interact” as third places, in addition to home (first place) and work (second place). They continue: “[T]hird places serve as places for creative and social interaction and often considered anchors of community life. The characteristic of cafés as third space relates to the social interaction occurs at the neighborhood that in terms may enhances quality of life and provide social bounding” (Lukito, 2017, p. 1). This thought is, what drives the idea behind the Kuyperscafé. In addition to this concept, this report proposes a change in the structure of the street. As it was described as a critical element by various residents, the return to a one-way street concept is strongly supported here. This will, additionally, help to create a safe working environment for the use of the neighbourhood terrace on the Van Foreestplein. The project will be funded and executed by the municipality.



Image 15: Leeszaal Rotterdam West by Ivar Pel for the DOEN foundation



Image 16: Leeszaal Rotterdam West by Stichting Doen

4.2.4.2.2 The new light concept

In order to make the van Foreestplein a more attractive place in terms of safety, we decided to improve the way in which the square is currently illuminated at night. Research has shown that improving urban lighting increases people’s feelings of safety (Loewen et al., 1993). Moreover, improved street lighting has proven to be effective in reducing and preventing crime (Farrington & Welsh, 2008). Among the various types of urban lighting (street lighting, light from advertising, building interiors, or other artificial sources), street lighting is seen as one of the most important concerning feelings of safety (Boomsma & Steg, 2014). Therefore, a new lighting concept focusing on the van Foreestplein will be created. The improved lighting will illuminate the square and enhance visibility at night which will prevent it from being an attractive hanging spot. Moreover, it will generate feelings of safety among residents. See images 17, 18, 19, on the next page.

The street lights will be designed in a way that people can see and recognise each other on the square, but without causing light pollution or hindrance for surrounding residents by being too bright. Lampposts illuminating the square from above will be essential features, but also more playful forms of lighting that can be integrated into trees, planters, seats or the floor are considered to create a pleasant atmosphere.

As the municipality is responsible for street lighting in the city, this would be the primary funding and executive party. However, we propose a collaboration with a third party that is specialized in urban design and specifically in urban lighting. Students of TU Delft could be enabled to think along with strategic design, sustainability and intelligent lighting. Moreover, urban design studio HUNC can be a proposed collaboration for designing a temporal intervention to make the lighting on the square more attractive. As they are currently working on a strategy to upgrade the square temporarily (Information market Kuypervijk, 2020), we could suggest that they incorporate a lighting element in their strategy. We expect illumination of the van Foreestplein to keep people from uniting here, causing nuisance and getting involved with drugs or other crimes, since the lighting will enhance the visibility of people and their actions, which allows for ‘natural surveillance’ (Kim & Park, 2017). A better-illuminated square will make it an area perceived as more safe and pleasant at night.

Not only would illuminating the square contribute to reducing unwanted behaviour and enhancing

feelings of safety among residents, but it could also generate a positive effect on social cohesion in the neighbourhood. As Farrington and Welsh argue (2007), improved street lighting signals community investment in the area and that the area is improving, leading to increased community pride,

4.2.4.3 Outcomes

The van Foreestplein has great potential to be a lively hub where the neighbourhood can come together. There are, however, some challenges that prevent the square from reaching its full potential. By combining the above-mentioned interventions targeting the square that each focus on different challenges, the square will turn into a more inclusive and inviting place for everyone, during day and night time.

With upgrading the van Foreestplein, we expect several different outcomes that will contribute to a greater neighbourhood satisfaction. First of all, social cohesion will be enhanced by 1) transforming the van Foreestplein into an inviting ‘centre of the Kuiperwijk’ with a ‘Kuypercafé’ and regular activities that bring the residents together, 2) fostering interaction between residents from diverse backgrounds, ages, and income groups as the new square will be inclusive and inviting to everyone, and 3) improve street lighting that signals community investment and improvement, leading to increased community pride, community cohesiveness, and social control (Farrington & Welsh, 2007). Moreover, Residents will be stimulated to be engaged with and involved in their neighbourhood by either volunteering for Kuypercafé or make use of its facilities and participate in its initiatives.

Unemployed residents will have a chance to integrate closer into the local community. Lastly, residents will feel safer on the square at day- and night time, crimes will be reduced or prevented, and hanging people will stop gathering there because of the improved illumination of the square.



Image 17: referenceproject lighting chairs



Image 18: referenceproject cosy lanterns



Image 19: visualisation with implemented lighting from references.

4.2.4.4 Programme theory

Programme efficiency			Programme effectiveness
INPUTS What we invest	ACTIVITIES What we do	OUTPUTS Goods and services produced	OUTCOMES What happens because of our activities
<ul style="list-style-type: none"> -Café funded by the municipality through Buurtverbinders, funding requests to Fonds1818, DOEN foundation - Existing resources from DOEL used for physical café space - Lighting plan and new structure of the van Foreestweg funded and executed by municipality - Design of the lighting strategy created in cooperation with a specialized third party such as TU Delft And/or HUNC - Municipal funding for changing Van Foreestweg from a two-way to a one-way street. 	<ul style="list-style-type: none"> - Transforming a part of the Van Foreestplein into ‘Kuypercafé’ connected to the localities of DOEL. - Buurtverbinders compose a team of engaged volunteers for running the café, in cooperation with DOEL. - Organise inclusive activities similar to Leeszaal Rotterdam - Improving of street lights and creating inviting lights on square - Street construction 	<ul style="list-style-type: none"> -Kuypercafé - A better illuminated van Foreestplein - Van Foreestweg is a one-way street. 	<ul style="list-style-type: none"> - Social cohesion will be enhanced by 1) creating an inviting centre with a Kuypercafé and regular activities; 2) fostering interaction between residents from diverse backgrounds creating an inclusive space; 3) improved street lighting that signals community investment and improvement, leading to increased community pride, community cohesiveness, and social control - Increased engagement as residents will be stimulated to be involved - Enhanced (perceived) safety at day- and night time and reduced unwanted behaviour and crime

5 Conclusion and Reflection

5.1 Conclusion

How residents of the Kuypervijk feel about safety and social cohesion in their neighbourhood was the question that guided our research and analysis in this report. It was found that levels of social cohesion and perceived safety are relatively low. Feelings of anonymity prevail, little interaction between neighbours of diverse backgrounds takes place, and a high share of residents feel unsafe due to people hanging around, especially during the night time. Moreover, the environment of the Kuypervijk was perceived as not very engaging. The interviews sketched an image of neglected outdoor spaces, something that is to the advantage of the “hangers”, people who occupy the public space and create a feeling of insecurity for others. Arguably, the poor condition of the outdoor spaces not only has a negative effect on perceived security but as well on social cohesion.

However, it also became clear that there are existing initiatives, organisations and individuals who do have a great interest in improving the neighbourhood. These findings led to the design of three interventions, presented in chapter four. The proposed interventions build on the findings by aiming to foster social cohesion and improve perceived security by building on the already existing fundament of local engagement and by making use of the public space. A community garden offers the chance to bring neighbours from different social classes and ethnic backgrounds closer together and makes the environment more attractive. Cooperation among residents, in the form of a neighbourhood watch, will increase the feeling of security and strengthen the local engagement. Finally, spatial improvements of the van Foreestplein, in the form of a neighbourhood café with a terrace as well as a new light concept for the square, will ultimately contribute to the social cohesion and (perceived) safety in the neighbourhood.

The interventions can help the Kuypervijk to break out of the vicious circle of neighbourhood decline. This requires feasible and attractive strategies, but especially cooperation, external support, and the engagement of the residents. With spaces that are designed according to the wishes of residents, we believe that the residents’ crucial involvement can be reached. Eventually, the residents are the central players in the here proposed interventions.

By interconnecting the here suggested interventions, a common Kuypervijk-identity can be strengthened.

The ‘Kuyper tuin’, ‘Kuyper controle’ and ‘Kuyper café’ together will form an evident and coherent neighbourhood ‘brand’ that allows every single resident to be an active part of their neighbourhood. Based on the issues and wishes identified by the real experts of the Kuypervijk, its residents, the interventions proposed in this report can help to make the Kuypervijk a bit more of what the interviewees Marieke and Mirjam currently do not yet see: A neighbourhood one dreams of at the age of 18.



5.2 Reflection

Conducting research, coordinating and writing an extensive report, confronts every group with challenges. As a group, we were collectively exposed to new methods we had not worked with before under such circumstances. Approaching residents and professionals for interviews felt stressful for some at the beginning, but the first successes showed how insightful and rewarding fieldwork can be. During writing this report, crisis management played an unexpectedly central role. The outbreak of the COVID-19 virus interrupted our collection of field data and rendered physical meetings impossible. Nevertheless, the group managed to continue working efficiently via Skype, Google Drive and Whatsapp. The variety of items, appearing in the interviews, as well as the merging with relevant literature, remained a fundamental task until the very end. Handling the different possible directions the report could have taken caused (fruitful) discussions and constant re-arrangement and re-writing of sections and chapters. Deciding on a focused thematic approach, that emphasises two central issues, which incorporate and connect to various smaller elements from the fieldwork, supported us in maintaining a structure. Especially the interventions have benefited from this, as it was evident to everyone in the group what we aim at with our interventions.

In the group composition, different backgrounds and competencies came together. By the end of the process of producing the report, we can state that our different interests and strengths worked together well. The report incorporates the interests of all members, from the advanced use of visualisation tools via observing and depicting the broader background of the neighbourhood to the use of previous (field) research experiences. To summarise, the members of the group learned how to conduct respectful research that puts individuals and their stories, frustrations and wishes at the centre of the work, without forgetting to contextualise these findings. The groupwork strengthened competences in gathering data, and in contextualising as well as analysing them in the context of existing research. This process was sometimes extremely time-consuming but proved to be rewarding and improved everyone’s methodological skills.

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7 Appendix

7.1 Observation Protocol 10/03/20


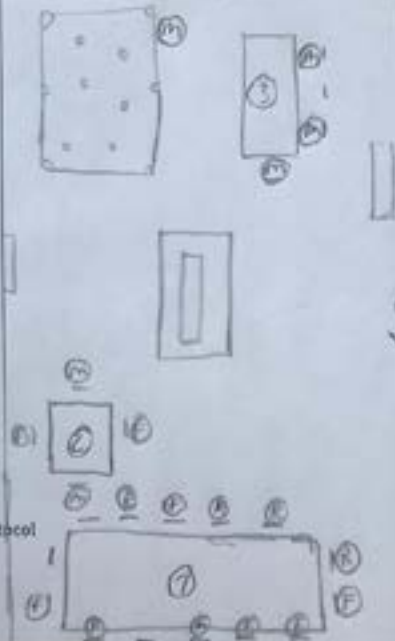


**VELD
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TU Delft

OBSERVATION PROTOCOL

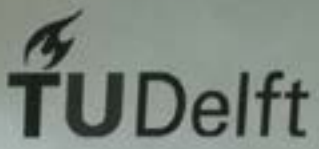
Team / Group	Group 2
Name observant	Lilly Brouwer
Location (street)	Community Centre the Parcel
Date & time	10.03.20 10-12 h
Key subject / Theme <small>(e.g. housing, public space, education, facilities, shops, resident participation, ...)</small>	Community; participation; engagement; public Space
Title/ Tag	Coffee morning at community centre the Parcel
Basic description	There are ± 7 women (70-80 y/o) sitting around a large table (1) drinking coffee, eating biscuits and talking about 'koffies & kaffjes' (=ordinary things). The ambience is pleasant, as everyone seems friendly. They laugh with each other. At a smaller table (2) 4 men and women are playing a card game. At the other end of the room ± 4 men are playing pool, they do not interact with the others. 1 man takes a turn, as the others wait at the table (3). One of the women at the large table serves everyone coffee and collects a small donation later on.
Further notes/ images/ sketches	<p>← Sketch map of the Parcel.</p> <p>One lady is making cards at the large table. A picture of this will be added below.</p>  <p> (M) = male (F) = female (R) = Rescuer </p> 

Veldacademie | Observation protocol

Observation Protocol 26/03/20

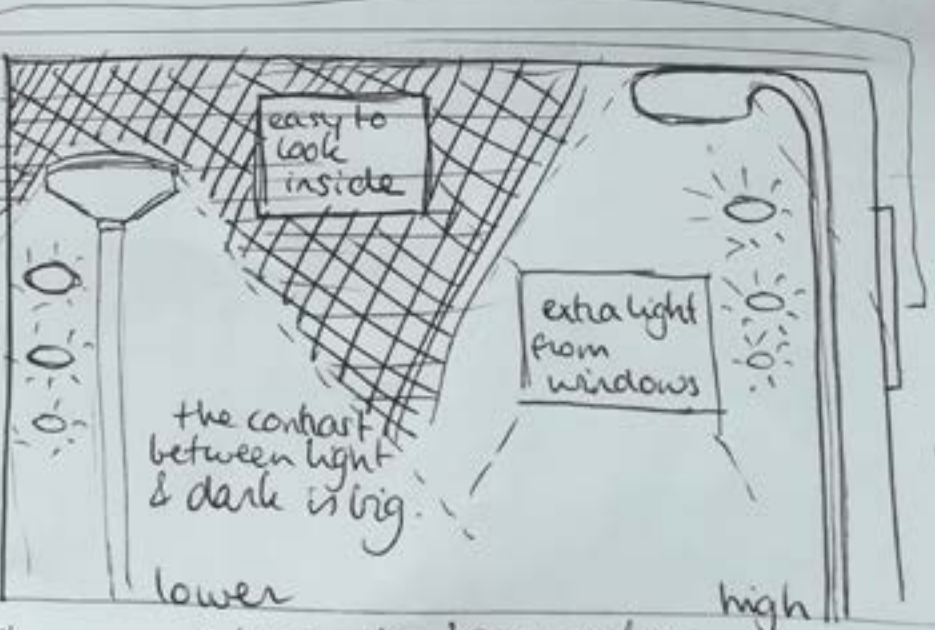


**VELD
ACADEMIE**



TU Delft

OBSERVATION PROTOCOL

Team / Group	Group 2.
Name observant	Raven van der Steen
Location (street)	Van Blommesteinstraat.
Date & time	26-3-2020 20.30
Key subject / Theme <small>(e.g. housing, public space, education, facilities, shops, resident participation, ...)</small>	Lighting in the public space
Title/ Tag	lighting in the public lanterns
Basic description	There is basic streetlighting. Spread out through the streets ± 5 m apart from each other ± 8 m high. Public spaces have no streetlighting. plots of grass & playgrounds are very dark and shady once the sun has gone down.
Further notes/ images/ sketches	 <p>shimmers of the rest of the lighting in the distance.</p> <p>Public spaces remain dark</p> <p>the contrast between light & dark is big.</p> <p>easy to look inside</p> <p>extra light from windows</p> <p>lower high</p> <p>2 typen lantaarnpalen.</p>

Veldacademie | Observation protocol

7.2 Invitation neighbourhood market



**WIJKMARKT
KUIPERWIJK**

**Woensdag 11 maart
16.00 – 19.00 uur
Van Foreestplein**

Leuke kinderactiviteiten!

Wilt u ook meedenken en meepraten over het verbeteren van uw woonomgeving?

Op woensdag 11 maart kan dat!

Gemeente, corporaties, politie, welzijnswerk en vele anderen zijn dan op en rond het Van Foreestplein om met u in gesprek te gaan. Over uw ideeën, klachten en wensen. En met eigen ideeën en voorstellen voor mogelijk verbeteringen.

Samen voor een nog mooiere Kuiperwijk!

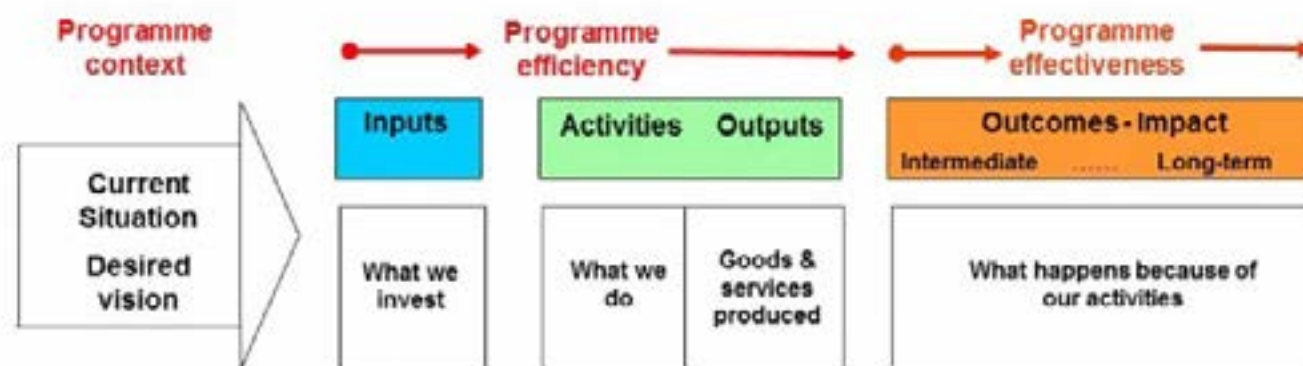
Gemeente Delft

7.3 Respondent matrix

Respondent (Fictious) name	Time & Date	Place interviewed	Residency	Gender	Age (approx.)	Occupation
Berend	15.00 h. Wednesday 05.03.20	Outside Mozaïek Schoolyard	Outside Kuiperwijk	Male	40	Father (not resident)
Johan	15.10 h. Wednesday 05.03.20	Idem.	Prinses Beatrixlaan (20 yrs.)	Male	58	Grandfather (resident)
Marieke & Mirjam	15.15 h. Wednesday 05.03.20	Idem.	Ecodus neighbourhood	Female	45	Mothers (not resident)
Isha	15.20 h. Wednesday 05.03.20	Idem.	Kuiperwijk South (12 yrs.)	Female	38	Mother (Resident)
Kaatje, Dorothee, Tineke, Josje, Anke, Neeltje	10-12 h Tuesday 10.03.20	Community centre 'De Parel'	Kuiperwijk South (most in the same tower as De Parel)	Female	70-80	Elderly (residents)
Ans	Idem.	Idem.	Van Foreestplein (Kuiperwijk North)	Female	79	Elderly (resident)
Saskia & Sarah	15-19 h Wednesday 11.03.20	Florence-building	Unknown	Female	50	Delft voor Elkaar
Jan	Idem.	Idem.	Kuiperwijk South	Male	80	Elderly (resident)
Jet	Idem.	Idem.	Kuiperwijk South	Female	75	Elderly (resident)
Robert	Idem.	Idem.	Unknown	Male	40	Housing cooperation Vidomes
Willem	Idem.	Idem.	Van Foreestplein (Kuiperwijk North)	Male	57	Resident with walking stick
Alexander	Idem.	Idem.	Unknown	Male	45	General practitioner by Foreestplein
Aisha & Bilal	Idem.	Idem.	Behind Van Foreestplein (Kuiperwijk North)	Female & Male	35	Family with 2 kids

Karin	Idem.	Idem.	Van Foreestplein (Kuyperwijk North)	Female	45	Resident & social worker
Hans	Idem.	Idem.	Unknown	Male	40	Owner PLUS supermarket
Carla & Jack	Idem.	Idem.	Kuyperwijk (6 yrs.)	Female & Male	70	Elderly residents
Sharon	Idem.	Idem.	Kuyperwijk South	Female	55	Resident
Dennis	Idem.	Van Foreestplein	Unknown.	Male	35	Neighbourhood police officer ("wijkagent")
Lisa & Patricia	Idem.	Idem.	Kuyperwijk	Female	43	Mothers (residents)
Lieke & Zara	Idem.	Building Doel	Unknown	Female	35	Housing cooperation Vestia
Peter	Idem.	Idem.	Just outside Kuyperwijk	Male	50	Priest & Neighbourhood connector
Karel.	14 h. Thursday 12.03.20	Community centre de Vleugel, Voorhof	Outside Delft	Male	48	Manager community centre De Parel, Sportfondsen Welzijn

7.4 Theory of Change Model



Source: <http://learningforsustainability.net/theory-of-change/>

7.5 Interview

The interview was conducted in Dutch, so a verbatim transcription cannot be provided. The interview has been loosely translated by the author. The interview lasted 33.43 minutes.

Interview with the manager of the community centre "De Parel". We will refer to the respondent as Karel. He has been the manager of the community centre the Parel for 4 years.

I: Do you come from the Kuyperwijk?

"No, not at all. Not even from Delft."

I: What is your role at De Parel then? (extensive summary, not transcribed)

"It is very complicated in this case, with De Parel. The pearl is owned by vVstia, the housing association. The municipality rents it and sports fund welfare delft, which I work for, it exploits it. From the municipality, so to say. There are three coordinators in Delft. I do this building (De Vleugel) and De Parel. My other colleagues coordinate the other buildings. We have to make sure that it is open, with volunteers, and that people can rent a room. Mainly bridge and creativity clubs, such as painting, rent it. All of this is depends on; the larger the space, the more expensive. Companies also pay more than residents, a bit of a social rate.

So I am actually the "rental farmer". I work with the stones, not the contents. I sometimes hear something, but I have no real experiences with the kuyperwijk. Anja van de Oosten, of Delft voor Elkaar, and Heleen van der Linden, from the Municipality, know more content wise."

[...]

I: Could you describe what a week at the community centre looks like?

"Especially older people visit the Parel, at least 50+. That consists of some painting clubs, yoga for elderly, moveplus for elderly, a bridge club, a bingo for mainly elderly. Once a month there is a bigger bingo for more people. Further, there is a coffee morning on Tuesday, but that is also mainly older people. Moreover loose groups rent the space, such as owners associations (people who live in a house together and share responsibility for the maintenance of the house). Also the municipality rents the place to meet with for instance the retailers association. For instance, to talk about the renovation of the Plus supermarket. The FNV also rents it weekly to hold a tax consultation hour, now mainly because this is a time when tax forms have to be completed. Finally clubs such as a Zumba sometimes rent the space or anyone really can rent it."

I: Are all these activities initiated by the residents themselves?

"Yes, there are people who then (usually) voluntarily pull the cart. The guy who organizes the bingo is very active in delft. He co-organizes the sponsor run, works at the city radio, does all kinds of things. Really such a person that cannot sit still. He is also a bit older. That's really beautiful. That's Joop Bommelee. That's really the kind of person who organizes things like that. The question is, if such a person ever falls over, if it would still take place. But that is with many activities. We also have bridge, for example, well you see little young people are interested, so that is probably something that will disappear. Unless it suddenly becomes a hype to bridge again or something."

I: Why do you think it's only old people that are attracted to the community centre?

“Partially because those people actually physically live in the neighbourhood. And from the past...those people have been there for years. And what is difficult, we do not determine the offer. Those who present themselves with something are not very young people, except for the Zumba. That is a club with younger participants. This is probably due to the type of activity.”

I: Would it help if there would be someone that could offer or coordinate activities?

“In itself, yes. Only the concern is then who has that role? In the past you had the sociocultural worker, that meant in a welfare organization such as “Delft for each other”, a professional would try to activate people and that people would have a helping hand. That has all been cut down at some point. It still exists a little bit, but that role is almost gone. There is little control over it.”

I: But you noticed that it worked, such a socio-cultural worker?

“More than it does now. Also not always good, but more than it does now. Now self-reliance is being promoted more, but I think people do it themselves ... Look what we try is that if people want to start something themselves, it is about the money. We try to give a "social rate" at the beginning. Cheating a little to give them a chance to get started. But my boss does not allow me to do too much obviously because that is not our role.”

I: Is money the main issue then? Or are there other things going on, such as that people don't think about it or maybe don't want it?

“It is two-fold, but you notice that it is a barrier. They still have to rent that space and are afraid that they will not make it with too few participants. They are afraid that it will cost them money. That is why we try to be flexible in the start-up phase. So first money is the problem. But if there is a desire, such a club will also do well, because then you have enough participants and money will also come in.”

I: How do people interact? Are the people in such a club very close to each other? Does it have positive effects to go to the community centre?

“Yes at the coffee morning for sure. A club that gets along very well, which has the danger that newcomers have more difficulty to get in. But I have to say, I have a volunteer who is Syrian and she has started volunteering to get in touch with Dutch people and to improve her Dutch. And she is being involved quite well. They are open to that anyway. But what was the question again?”

I: Is it a diverse group?

“Yes in itself. Well in the sense of age I guess not. And in the sense of multiculturalism, the centre is quite white. It does not reflect the neighbourhood. But I don't have hard numbers. I only say what I see. Yes, it is mainly an older white audience”

I: Is there a bit of a flow? Do young people come?

“Little by little. Only with the Zumba are there younger people. But otherwise not very much. Well we had a course ball club, that is a kind of jeu de boules but with great discs. However, they have stopped.”

I: Why do you think young people are not interested?

“Anyhow, community centres are used less by young people at this time. It is something that hangs with 20 years ago and longer. Maybe it's something older people need more. Young people are less likely to look that up. They rather go to a private initiative, to the pub or to their own clubs. I also think they are more self-reliant in that regard, though, there will probably always be some that are less so. But of course people are more individual nowadays and less likely to start up such a club.”

I: Are there a lot of private initiatives in the Kuypervijk?

“I don't dare to make any statements about that, as I don't know the neighbourhood well enough. But I assume there are not so many.”

I: Are larger activities sometimes organized, except for bingo?

“Well then it is more of an information evening by the municipality. For example, recently about collecting garbage. But there is no real unconstrained big activity.”

I: Do people come to such an info evening?

“That depends on the subject. But apparently separating waste was a topic that interests everyone. You get three or four containers and then half your garden is full, so there was a big turnout for that.”

I: What is the atmosphere then? Positive? or sceptical?

“Well first of course, or well of course ... a bit sceptical. Well mostly. They have something like “uh is that necessary?” I don't know what happened after that though.

I: What is the difference with the community centre where we are now and the community centre “the Parel” in the Kuypervijk?

“The clubs here are less a thing than in the Kuypervijk. It's more institutions that rent the space here, than residents.”

I: In that respect, it seems positive that this still happens in the Kuypervijk then, right?

“Yes for sure.”

I: Do you hear positive stories about the Kuypervijk? As someone who doesn't live there?

“Well I hear about it because it has attention. So then I think oh there is a problem. I don't know that from experience, but I see that the municipality often meets about the Kuypervijk. That often comes along. Then they rent a space to talk about the neighbourhood. I don't know what, but I hear there is something, but not so much what exactly.”

I: Do you hear from residents that they have problems with the neighbourhood? Especially from the municipality?

“Well that's a good one. I don't have such deep conversations that it comes along. But not that it comes by every day.”

I: Do you want to say anything about the Kuypervijk, further?

“Yes, demolish, haha. No kidding.”

I: What is your view on this neighbourhood? What could be improved?

“I don't have enough view on this neighbourhood to say anything useful about it. In general you can of course say if there are new houses that are affordable, all over the Netherlands, then I think all problems will be solved. Or not all, but a lot of problems. In any case, houses that meet the standard of living. That can also be old houses, which have been renovated. But in general you can say, if people can live well, and affordable, then there are usually fewer problems.”

I: So you actually think the houses could use an update?

“Yes well, I can imagine that...I would guess they all originate from the 50s or 60s. It could be that they maybe are all so solidly built and so spacious, that it is not necessary. I've never been inside, but I have a suspicion that that is not the case.”

I: Coming back to the community centre, you told someone is needed to boost the activities, does the neighbourhood connector play a role in that?

“That is a club, I don't know how representative they are, but they are indeed trying to give substance to those types of neighbourhood initiatives and to allow activities to flow from them. That club was supervised by the welfare organization “Paticipe Delft Voor Elkaar”, but those teams have been placed in other neighbourhoods. I don't think Anja van Oosten does that anymore, but you might be able to search for something there. And when it comes to the meetings of the Kuypervijk, Heleen van der Linden, of the Municipality, has a lot to do with it.”

I: The women at the coffee morning said there used to be a gym downstairs in the flat. It was also used by young people, but it is no longer there?

“Oh the gym, no, it is no longer there.”

I: Do you know why?

“This had happened before my time, but what I do know is that in the past more youth work was done on the ground floor, but how that went exactly ... I don't know either.”

I:That's completely gone now?

“In the past you used to have a small amount of youth work in all neighborhood centers, but that now happens at central locations.”

I: Which locations?

“Culture, at Buitenhof and the other is in Tantof, called the Border. That's all I can think of, where something is done.”

I: Is that near the Kuypervijk?

“No. The Kuperwijk is much more southern. It's a fair distance.”

I: Too bad about that gym then ... residents told negative stories that all devices were also smeared with eggs by young people and that's why it's gone.

“Well that seems like a somewhat simple explanation. I think it will also have had something to do with needs and that youth work has become more central and not in all those places anymore. For a while it was also more popular, fitness. Now hitting the gym is back, but with very modern equipment. That was all second-hand and with little money, you could do something with it, but it does not have the appearance that everyone is appealed to it.”

[...]

I: Okay that clear, thank you so much for your time.