

Kuyperwijk
Delft, Netherlands

AR0095 Social Inequality in the City
Design Game Report

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1.0 Introduction

How do residents of the Kuypervijk Noord feel about their neighbourhood and to what extent do they see opportunities for improvement of the high street (Van Foreestweg) and central square (Van Foreestplein)?

"My neighbours? I love them because I rarely, if ever, hear them," as a resident of Kuperwijk reports to a newspaper.¹ Are such social connections with neighbours an asset or a curse? Should we strive for privacy and independence or build social connections and live interdependently? There are many factors that signify neighbourhoods as either good or bad. There are a few about Kuypervijk that are repeatedly mentioned in different resources available and by the residents themselves, including complaints about crime, drugs, noise, garbage, and others and the reputation for outsiders. Is there any causal relationship between social cohesion, how urban settings are managed and its reputation? Can one be improved by tackling issues of the other? This project, using an evidence-based approach, will conduct an in-depth analysis of the Kuypervijk Noord, engage with the residents for information and bottom-up solutions, and suggest possible interventions to improve liveability and residence satisfaction in the area through improving both the structures and the social fabric.

1.1 A Brief History

The Kuyperwijk is a residential area situated north-west of old Delft city centre. Originally a rural meadow in the green border separating Delft from Rijswijk and Den Haag, the site was initially chosen for new housing developments to serve the nearby factory workers but has developed into a slightly disconnected suburb of Delft. The land was originally part of the Hof van Delft municipality which now ceases to exist and thus the area was divided into the care of Rijswijk and Delft municipalities, with the majority of the land given to the latter.²

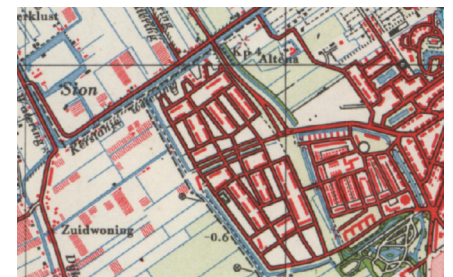
The development of the area started in 1931 with the 'Expansion Plan for Delft' designed by van Booij which included the first recreational greenery planned for the city. However due to the Second World War construction was halted. In the 1950s planners Froger and Embden drew up a new 'Structure Plan' for the whole of Delft and altered the street patterns from de Booij's previous plan giving roads such as Ruys de Beerenbrouckstraat more undulating paths. Van Embden designed according to his principle of the "organic city": a combination of the district idea (the district as a spatially independent unit with its own facilities) and with an organic connection to the existing city.³

The Kuyperswijk was designed with the intention of being a self-sufficient neighbourhood with all the expected resources and facilities of post war life. It's urban grain consisted mainly of mid-rise buildings, semi detached homes and even the newly constructed Vermeer Tower. Most of the courtyards between the flats are designed as common green areas. These new districts were initially surrounded by a green belt of new sports grounds to the south of the Kuyperswijk, and existing meadows or horticultural areas to the west of it, then still an area of the municipality of Schipluiden. It was not until the late 1980s of the 20th century that this green belt was built, after a land transfer from Schipluiden.⁴

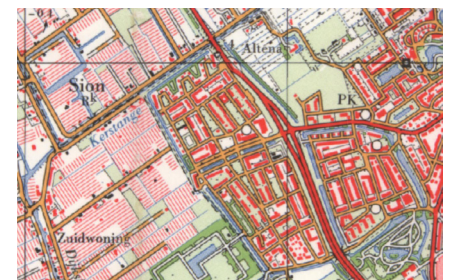
Today the Kuypervijk is a somewhat disconnected urban suburb of Delft. It houses a large proportion of social housing and some middle-income houses. The area has been the backdrop for some social issues and violence in the past few years and has been getting some generally negative press. Schools and shops have been closing leaving very few facilities for the residents who now have to travel out for most activities and amenities.⁵



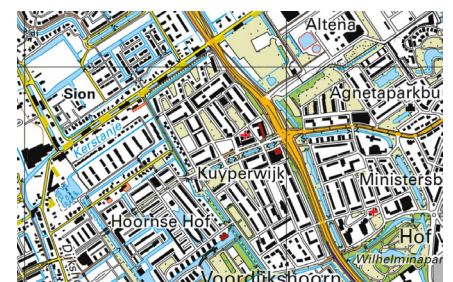
1900



1958



1970



2018

Figure 1.2 | Maps showing Kuyperswijk through history
(Source: www.topotijdreis.nl)

²Gemeente Delft, Bestemmingsplan Noordwest Deelgebied 3 (Hof van Delft/ Voordijkshoorn), available online, https://ris.delft.nl/internet/vergaderingen-gemeenteraad_41225/agenda/gemeenteraad_9547/bestemmingsplan-noordwest-deelgebied-3-pdf_467389.pdf, p. 75-76, last seen 29-03-2020.

³Ibidem.⁴Ibidem.⁵Ibidem.

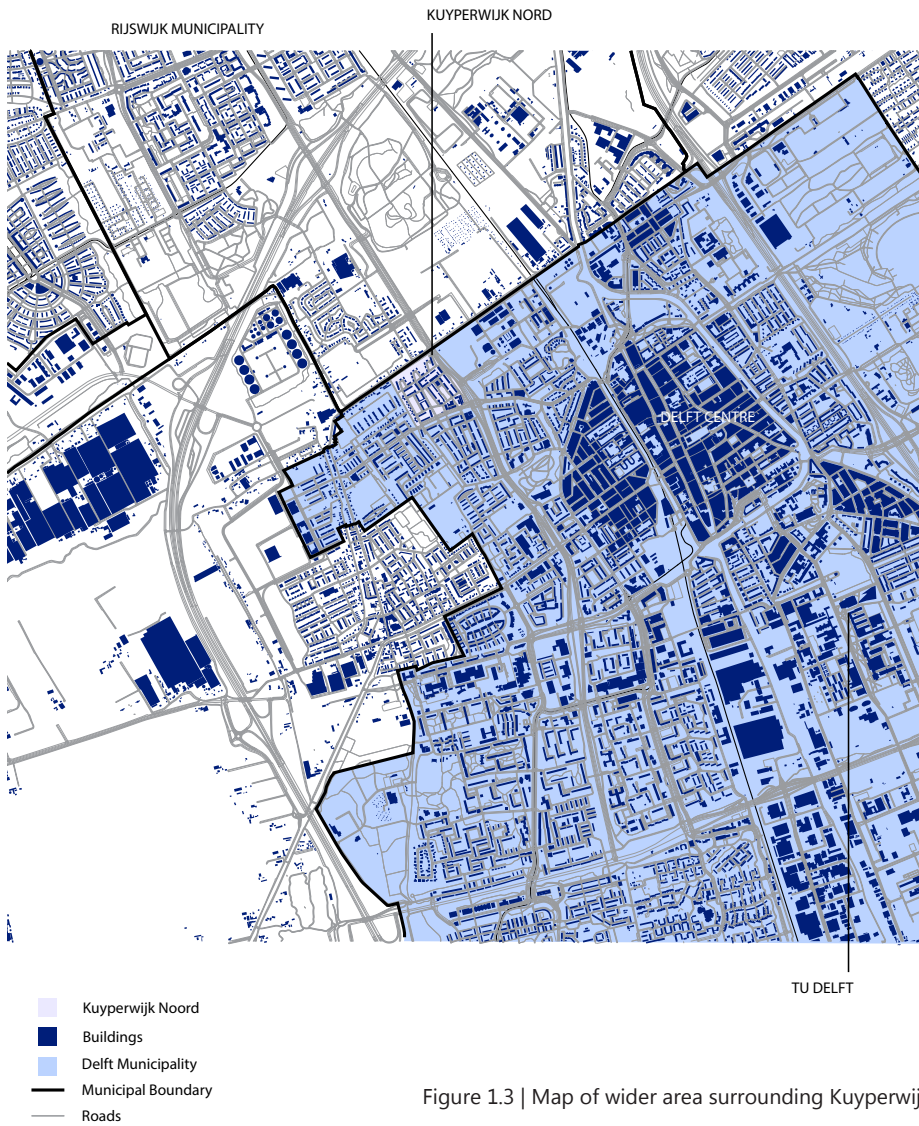


Figure 1.3 | Map of wider area surrounding Kuypervijk

1.2 Urban Context

As seen in Figure 1.4, Kuypervijk Noord is situated along the northern border between Delft municipality and Rijswijk municipality. Just north of Kuypervijk Noord and below the motorway runs a green belt which separates the two areas and creates a kind of 'nomansland'. This green belt is home to greenhouses, smaller industrial facilities and a water cleaning plant. There is also a small community of homes just north of Kuypervijk Noord.

The urban grain of the Kuypervijk is far less dense than that of Delft Centre. As seen in Figure 1.3 the heart of delft is surrounded by a network of roads and water. Beyond this initial ring, the urban grain starts to sprawl with more space between buildings and pockets of open space.

One important aspect to note regarding the location of the Kuypervijk is that it is situated on the opposite side of a large road to Delft Centre. The perpendicular road which passes through from Delft to the motorway on the outskirts of the city cuts through the Kuypervijk, making a clear cut and separating the north from the south.

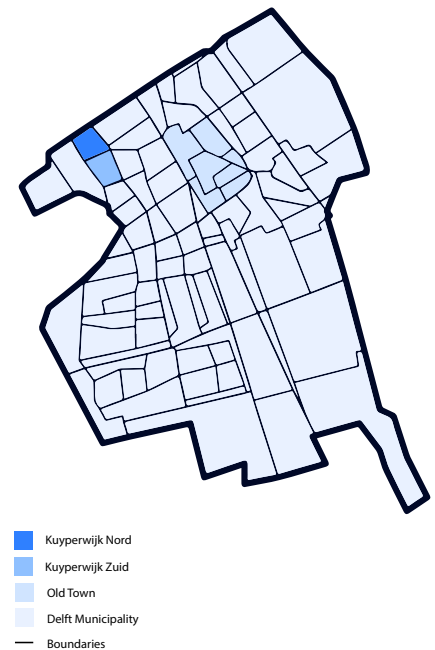


Figure 1.4 | Diagram of Delft Municipality
(Source: delft.nl)



Figure 1.5 | Map of Kuiperwijk Noord

Kuiperwijk Noord is a landlocked island for pedestrians, with canals to the north and east, and wide main roads to the east and south. A central green series of spaces attempts to cut through and provide continuity with Kuiperwijk Zuid across the road, however in reality this is largely unsuccessful.

In Figure 1.5 the modernist approach to urban planning is evident, with long housing blocks pass through the majority of the site along any roads with some empty green spaces scattered in between. These housing blocks mainly consist of social housing (Figure 1.7).

The housing along the northern and western borders of Kuiperwijk Noord are known as the 'Gold Coast' and consist, in contrast to the rest of the area, of semi detached or detached middle income housing (Figure 1.6).

This disparity in housing type is the main aspect which differentiates the north of Kuiperwijk from the south, which is more mixed.



Figure 1.6 | Photo: 'Gold Coast' Semi Detached



Figure 1.7 | Photo: Social Housing Blocks

1.3 Issues and Concerns

The main issues and concerns faced by Kuypervijk come down to an imbalance in its population and housing stock, a lack of vibrancy, public life, identity and bad connectivity with the areas and facilities around it.

This island between Rijswijk and Delft is a sombre and sad environment to live and grow up in and a variety of interventions of different scales can address the above issues and improve the liveability of the area.

Van Foreestplein (Figure 1.8), the main public square in the area, is one of the examples where there is a lack of public life.



Figure 1.8 | Image showing Van Foreestplein Square

1.4 Our Focus

As a result of close observation of the neighbourhood and the information obtained from the residents of Kuyperwijk, this design project will focus on Kuyperwijk Noord - the area to the north of Van Foreestweg. Based on the theories and strategies used for this project, a particular area of focus will be a green area at the very middle of Van Foreestweg that is not only located in Kuyperwijk Noord but also spills to the southern part of the Van Foreestweg in Kuyperwijk Zuid. This is a strategic location for intervention because first of all, it is at the centre of Kuyperwijk, is located right in front of the shopping complex in the area, and as the residents describe, it acts as kind of a barrier between the Northern and Southern part of the Kuyperwijk. The green area split by Van Foreestweg is also significant for this project because it has the potential to serve the very purpose of a common space for social interactions. Considering this focus our purpose would be to answer a few specific questions during our research and to suggest particular strategic interventions. The main research question is: How do the residents describe the issues of Kuyperwijk Noord and how could these issues be resolved? with the following sub-questions:

What are the issues in Kuyperwijk Noord, based on the perception of the residents?

What factors hinder social connectedness in the area?

What aspects of the physical structures and community life in Kuyperwijk Noord could be improved and how?

What specific policy reforms need to be made to achieve the above?

Focusing on Kuyperwijk Noord and the green area sandwiched around Van Foreestweg, this report includes a thorough analysis of qualitative and quantitative data obtained online and information gathered through different data collection methods. Our purpose is to recommend solutions for issues in Kuyperwijk Noord and to provide specific strategic interventions for the targeted green area. To be able to do this, after providing a detailed background in the current chapter (Chapter 1) for an in-depth understanding of the area, its history, overall characteristics, and issues, the next chapter (Chapter 2) outlines the research approach used including how the data is collected, from what sources, and what theoretical approach and frameworks will be used to conduct the analysis. Chapter 3 explains and analyses the data collected in the field. Mobilizing an integrated approach, the data from the field is analysed around a theoretical framework using both course materials and other relevant literature found online. In this chapter, the data is analysed around specific themes. Drawing on the findings and analysis from Chapter 3, Chapter 4 will suggest specific strategic interventions and provide evidence-based justification for these interventions. Chapter 5 will include an overall reflection of the researchers, limitations, biases, and ethical issues present in the study and how these issues were resolved. Finally, all the tools used for fieldwork, additional graphs and charts, interview transcripts, observation notes will be included in Chapter 7.

2.0 Approach

2.1 Theoretical Framework

Jan Gehl's theory on combining public life with the built environment proved to be particularly helpful for this study; therefore, we used it as a theoretical framework and applied it to the issue in Kuypervijk. What is important to consider in this context is that the human dimension is often undermined in the development of a neighbourhood. Dominant planning ideologies have specifically put a low priority on public spaces, pedestrianism, and the role of neighbourhood spaces as a meeting space for urban dwellers.⁶ In the Netherlands, this was shown throughout the 1970s and 1980s when the focus was mainly on improving the physical quality of the neighbourhood, that hardly mentioned social problems.⁷

"Cultures and climates differ all over the world, but people are the same. They'll gather in public if you give them a good place to do it."

Jan Gehl

We assume that the 'invisibility' of Kuypervijk is derived from the lack of social interactions among its residents, highly affected by the minimum usage of public spaces. The loneliness felt by several residents also caused them to confine themselves in their own building complex, reinforced by minimum communal activities. Hence, in this design game, we focused on the human dimension of Kuypervijk, specifically the utilisation of public spaces to create possible outdoor interaction areas and possibly activities as an effort to increase the visibility of Kuypervijk, along with the social cohesion of its residents. Jan Gehl mentioned three types of outdoor activities namely: necessary activities, optional activities, and social activities.⁸ Aside from the necessary activities that will take place under any circumstances, people will engage in optional activities when exterior conditions are favourable.⁹ These external categories include the availability, accessibility, and quality of public spaces and its complementary infrastructure. The quality of these physical environments will affect the frequency of optional activities, that when linked with the necessary activities will result in the third category, social activities.

Social activities in public spaces can be quite comprehensive, from greetings, conversations, discussion, and play arising from common interest and because people know each other.¹⁰ In order to evaluate these interactions, we took into account the planning principles and traffic planning in the neighbourhood.

2.2 Research Methodology

This chapter outlines our research approach and explains the data collection and analysis methods we used in this study. The basic literature and theories used for setting our approach will be defined to explain the choices we made during our investigation. Employing a balanced approach of using both primary and secondary sources, such as interviews and secondary literature, the tools selected for this study were determined by purpose, budget, time and resource limitations and local conditions.¹¹ Using a multidisciplinary perspective, the characteristic of Kuypervijk as a neighbourhood including its physical, and social elements were analysed.

⁶ J. Gehl, *Cities for People*, (Island Press 2010) 3.

⁷ G. Bolt and R. van Kempen, *Neighbourhood Based Policies in the Netherlands: Counteracting Neighbourhood Effects?*, (Springer 2013) 196.

⁸ J. Gehl, *Life Between Buildings*, (Island Press 2011) 9.

⁹ Ibidem, 11

¹⁰ Ibidem, 13

¹¹ J. Gehl and B. Svarre, *How to Study Public Life*, (Island Press 2013) 37.

A mixed-method approach was used for this study and to draw the findings of this design project. Different resources and data collection methods were used to extract both qualitative and quantitative data for this purpose. Both primary and secondary data were used to draw research themes, formulate research questions, set research scope and then draw conclusions based on the findings. Statistical data was extracted from different resources available online and then multiple observations and semi-structured interviews were conducted with the residents of Kuypervijk in different phases.

2.2.1 Secondary Data

Secondary data was used for the general information about the area and its history, including the reputation in the past and how the media represents it currently and also for the theoretical framework of this research. The data was mainly retrieved from:

- o Delft municipality website
- o Newspaper articles
- o Articles and journals available online
- o Google maps

Preliminary data was collected using convenience sampling targeting individuals in the neighbourhood of Kuypervijk. People of different age groups and gender were interviewed. Our initial research question that was based on those documentations and data took a general bird's-eye view on 'What steps need to be taken to increase the visibility of Kuypervijk?'. However, urban morphology also involves other factors, including agents and agency, the people and processes that shape urban form and, in many studies, the time dimension. Sources for these issues tend to be documentary or people-based; and although interviews could be considered fieldwork, work with people and archives does move away from the actual urban product itself.¹² After the process of interviews and interacting with the residents, we received first-hand opinions and suggestions that were not available through the secondary sources (e.g. news articles and municipality statistics).

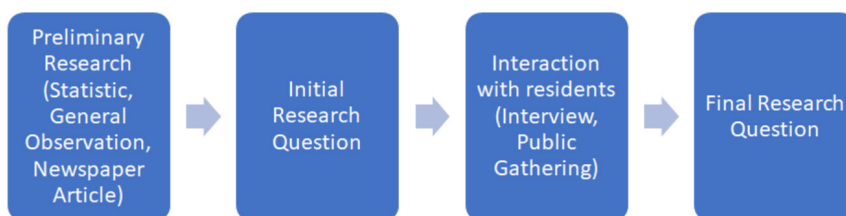
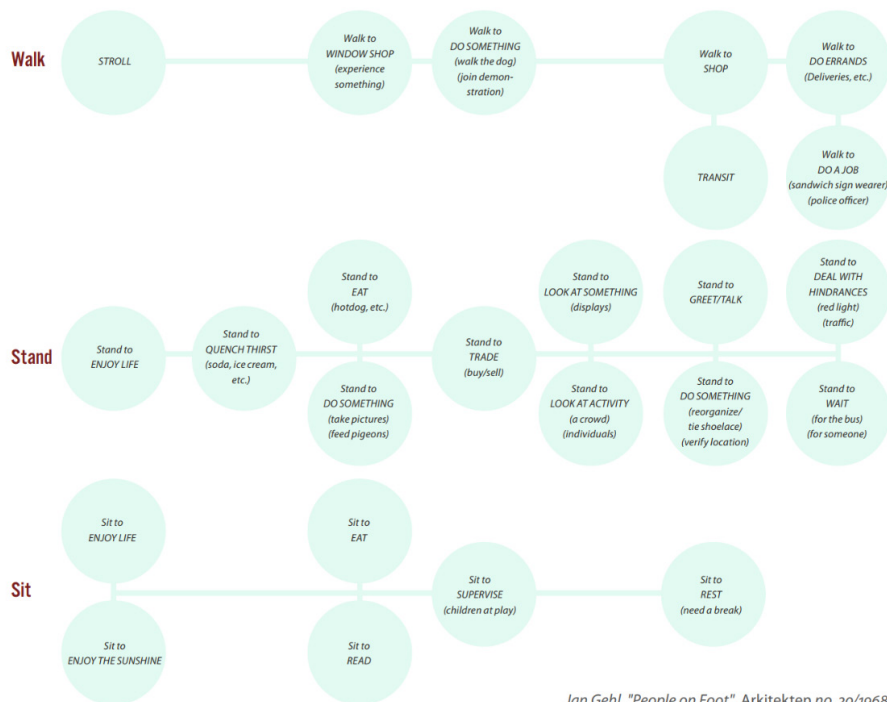


Figure 2.1 | Diagram from Larkham Literature

¹²P.J. Larkham, *The Importance of Observation: Urban Morphology in the Field*, (Springer 2018) 266.



Jan Gehl, "People on Foot", Arkitekten no. 20/1968⁶

Figure 2.2 | 'Walk, stand, sit' diagram by Gehl Architects
(Source: Gehl Institute)

2.2.2 Interviews

Generally, the questions asked through semi-structured interviews were about the residents (personal information e.g. occupation, age, the duration they had lived and planned on living in the area, where their friends and extended family lived, etc.). They were also asked about their perception of the area and its liveability and security level, what did their daily routines look like (where did they work and socialise), how did they interact with neighbours (if at all), where did they shop and what type of transportation they used for their daily routines, where did they send their children to school, and if there were any micro-communities in the area. Besides the residents, the business owners and managers such as shopkeepers were also asked about who their main customers were and if they themselves lived within the area. This data helped with narrowing down the research and reformulating research questions for further data collection.

Another set of interviews was also conducted with the visitors of the information market that took place on 11 March 2020. For this project, the fieldwork conducted informed the researchers' findings, provided with valuable background information for the interventions suggested, and equally important, helped confirm the statistics and data obtained through secondary sources such as the municipality and the information gathered from the interviewees. Maps were drawn of different aspects of this area and also some photos were taken to capture characteristics visually.

2.2.3 Observations

To have a realistic and evidence-based understanding of the neighbourhood, the site was visited multiple times and many aspects observed. As Larkham talks about the importance of observation in urban morphology, a similar pattern was followed. This study focused both on the 'urban form/landscape' such as the buildings but also the 'agents and agency, the people and processes that shape urban form'¹³ To delve further into the matter, we conducted observations on the residents and the area including the structures of buildings, schools and kindergartens, offices and business, markets, restaurants and shopping centres, public spaces available for socialising and social interaction and the available transportation system including the roads and streets and vehicles and public transportation used by the residents of the area. Through these observations, we identified the potential places where the optional and social activities might occur. Also, the observation result provided insights on the hindrance or obstruction that might hamper those interactions, such as poor condition, lack of complementing structure, or limitation of access. These are the elements that increase activity and the feeling of security in and around neighbourhood spaces.¹⁴

To get a comprehensive picture, we conducted the observations and interviews on two different occasions: once during the week and once in the weekend to observe the comparison of social activities in different settings. This is also related to the purpose of the study that determines which points in time are

Counting	Counting is a widely used tool in public life studies. In principle, everything can be counted, which provides numbers for making comparisons before and after, between different geographic areas or over time.
Mapping	Activities, people, places for staying and much more can be plotted in, that is, drawn as symbols on a plan of an area being studied to mark the number and type of activities and where they take place. This is also called <i>behavioral mapping</i> .
Tracing	People's movements inside or crossing a limited space can be drawn as lines of movement on a plan of the area being studied.
Tracking	In order to observe people's movements over a large area or for a longer time, observers can discreetly follow people without their knowing it or follow someone who knows and agrees to be followed and observed. This is also called <i>shadowing</i> .
Looking for traces	Human activity often leaves traces such as litter in the streets, dirt patches on grass etc., which gives the observer information about the city life. These traces can be registered through counting, photographing or mapping.
Photographing	Photographing is an essential part of public life studies to document situations where urban life and form either interact or fail to interact after initiatives have been taken.
Keeping a diary	Keeping a diary can register details and nuances about the interaction between public life and space, noting observations that can later be categorized and/or quantified.
Test walks	Taking a walk while observing the surrounding life can be more or less systematic, but the aim is that the observer has a chance to notice problems and potentials for city life on a given route.

Figure 2.3 | Categories of observation by Jan Gehl
(Source: Gehl Institute)

¹³Larkham, *The Importance of Observation*, 267.

¹⁴Gehl, *Cities for People*, 6.

relevant for the observation.¹⁵ The observation tool as mentioned by Gehl was utilised in the entire process of this design game, namely: counting, mapping, tracing, looking for traces, photographing, and test walks.¹⁶ By combining the data and information provided from these protocols, we acquired a comprehensive basis for designing the strategic interventions, whether we need to make up for lack of public spaces or maximising the existing spaces through the creation of communal events or additional infrastructure. Our intervention directed towards modifying the available resources to create a 'nudge'¹⁷ that will incentivise or influence residents to engage in optional and social activities in Kuypervijk. On this strategic intervention, traffic flow and infrastructure were also observed as a primary object in this design game, considering how these aspects also influence the way residents in the neighbourhood use public spaces. We observed whether the traffic facilities had been made more differentiated, principles of traffic calming introduced, and several traffic safety steps have been taken.¹⁸

In particular, after an analysis of the data collected and taking into account the residents suggestions and perspective, it was decided that the research will focus on the public spaces of an area that could provide the residents with a space to engage in outdoor activities. Such an area was identified to be a green area at the very middle of southern and northern Kuypervijk, divided by the main road into two sections. This space is also where most of the shopping centres of the area were also located.

In the next chapter, we will discuss the collected data more in depth of our fieldwork and analysis.

¹⁵Gehl & Svarre, *How to Study Public Life*, 22

¹⁶Ibidem, 24

¹⁷Richard H. Thaler and Cass R. Sunstein, *Nudge: Improving Decisions About Health, Wealth, and Happiness*, (Yale University Press 2008) 4

¹⁸Ibidem, 4.

This chapter includes an analysis of the collected data and offers a thorough explanation of the findings. The chapter is divided into subsections, each tackling an inherent element relevant for our investigation and analyses the data around central themes. First, we analyse municipal reports and government statistics about housing, income, inhabitants, and social aspects in the Kuypervijk. Second, we pay attention to the built environment which deals with the neighbourhood's urban condition regarding retail and amenities, traffic management, and general observations of the streetscape. In the third section, our attention shifts to the social dimension. Here, we examine the current situation of the Kuypervijk by focussing on the reputation of the Kuypervijk as portrayed by the media as well as how residents and non-residents perceive the neighbourhood. It also identifies current policies from the municipality and applies Gehl's theoretical framework. These factors are then analysed and further explained. Lastly, the results from the fieldwork are synthesised together with an answer on the research question in the chapter's concluding paragraph.

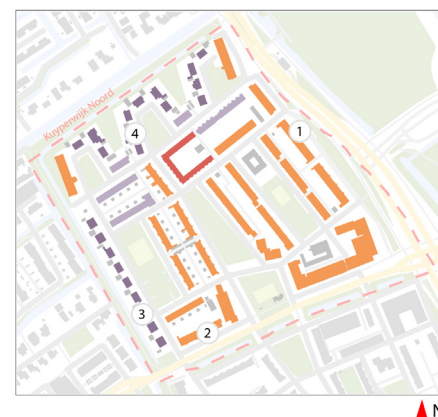
3.1 Data Analysis

In this section, we present and interpret existing statistical data about housing, income, and demography. The data can be easily accessed online and draws upon data collections from housing associations as well as the data collections from allecijfers.nl and weetmeer.nl.

3.1.1 Housing

There is a variation of residential buildings in the Kuypervijk Noord neighbourhood: apartment blocks (up to 4 levels), flats (up to 10 levels) and some semi-detached houses at the north and west border of the area (see Figure 3.1). The housing prices vary between €200.000 for a multi-family house and €450.000 for a single-family house (see Figure 3.2). 90% of the residential houses in this neighbourhood are multi-family homes, which means that the differentiation of housing typologies is limited. It also explains the average housing price of €202.174 in this area.¹⁹ At the moment, there is a gap in housing prices between €200.000 and €450.000.²⁰

Only 28% of the residential buildings are owner-occupied and more than 50% of the residential buildings are owned by housing corporations. To get access to social housing, the average yearly income cannot be higher than €47.325.²¹ The average yearly income in Kuypervijk Noord is €21.600.²²



Legenda

- Multi family homes - up to 4 - 10 floors
- Multi family homes - up to 2 floors
- Single family homes - terraced houses
- Single family homes - semi detached houses

Figure 3.1 | Map showing home types in Kuypervijk Noord



Figure 3.2 | Examples of property in Kuypervijk Noord

(Source: Funda.nl, Koopwoningen Kuypervijk-Noord Delft, available online <https://www.funda.nl/koop/delft/kuyperwijk-noord/>, last seen 29-03-2020.)

¹⁹Allecijfers.nl, Informatie Buurt Kuypervijk-Noord, available online <https://allecijfers.nl/buurt/kuyperwijk-noord-delft/>, last seen 29-03-2020.

²⁰Funda.nl, Koopwoningen Kuypervijk-Noord Delft, available online <https://www.funda.nl/koop/delft/kuyperwijk-noord/>, last seen 29-03-2020.

²¹Woonnet Haaglanden, Wat is Passend Toewijzen?, available online <https://www.woonnet-haaglanden.nl/informatie-en-contact/vraag-en-antwoord/#/node/724>, last seen 29-03-2020.

²²Allecijfers.nl, Informatie Buurt Kuypervijk-Noord.

3.1.2 Income

Looking at the average yearly income in Wijk 14 Voordijkshoorn, Kuypervijk Noord has the lowest gross annual income per inhabitant. The average in this neighbourhood is around €21.600, compared to the wealthiest neighbourhood the Molenbuurt which has an average of €34.400. The average of the whole area Wijk 14 Voordijkshoorn is €28.700.²³

There is a difference between inhabitant and income recipient. In Kuypervijk Noord there is a total of 1.200 income recipients out of 1.610 inhabitants. The average income per income recipient is €26.800 and there are over 400 inhabitants that do not generate an income.²⁴

3.1.3 Inhabitants

There are around 1500 inhabitants in Kuypervijk noord, whereby most of the people are 25-45 years old (37%) and 45-65 years old (24%). 15% of the inhabitants of the neighbourhood are 0-15 years old and 14% 15-25 years. Only 10% of the inhabitants are 65 or older. In 2013, 63% of the inhabitants of the neighbourhood were native Dutch. In 2019, this is slightly decreased to a percentage of 55%. The percentage of inhabitants with a western migration background in 2019 was increased to 15,2% compared to 12% in 2013 and the percentage of inhabitants with a non-western migration background was also increased to 29,8% compared to 25% in 2013. Over 60% of the inhabitants are unmarried (around 1.000 inhabitants), which can be related to the high number of one-person households in the neighbourhood, 520 out of 925 households. Furthermore, there are 180 households without any children and 235 households with children. The average number of households is 1,70.²⁶

3.1.4 Social

In a research of the municipality of Delft in 2018, some social aspects of the neighbourhoods in and around Kuypervijk are studied. Over 70% of the inhabitants of Kuypervijk noord did respond that they feel safe in this neighbourhood, and also that they feel responsible for the liveability. But only 25% of the inhabitants feel connected to the neighbourhood. 34% of the inhabitants like to live in this area. This is low compared to the average of Delft (56%). There is some disturbance of the young people who are hanging on the streets (23%), but inhabitants of the neighbourhood find the trash on the streets even more disturbing (36%).²⁷

Conclusion

We can conclude from the data analysis on four different aspects, housing, income, inhabitants and social, that the differentiation in housing typologies is limited, with the following result that there's a gap in housing prices between €200.000 and €450.000. The gross annual income per inhabitant in Kuypervijk Noord is the lowest compared to other neighbourhoods in Wijk 14 Voordijkshoorn. And most of the inhabitants are 25-45 (37%) and 45-65 (24%) years old and more than half of the total number of households is a one-person household. A high number of inhabitants (70%) feel safe and feel responsible for the liveability in this neighbourhood, but only 25% feel connected to it.

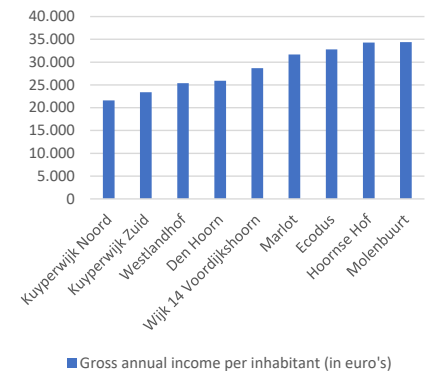


Figure 3.3 | Graph showing gross annual income per neighbourhood
(Source: allecijfers.nl)

²³Allecijfers.nl, Informatie Buurt Kuypervijk-Noord.

²⁴Woonnet Haaglanden, Wat is Passend Toewijzen

²⁵Weetmeer.nl, Buurtinformatie Delft Kuypervijk-Noord, available online <http://www.weetmeer.nl/buurt/Delft/Kuypervijk-Noord/05031400>, last seen 29-03-2020.

²⁶Allecijfers.nl, Informatie Buurt Kuypervijk-Noord.

²⁷Gemeente Delft, Bestemmingsplan.

3.2 Built Environment

For this section we made some on-sight observations and drew several maps to get a better grasp of the area in question. Mapping the area helped us with better understanding the physical surroundings as well as identifying specific areas with potential. The emphasis, here, is laid on the built environment.

3.2.1 Urban Condition

A. Retail/Amenities

Most retail and amenities in Kuypervijk noord are situated along the main road and square. Most residents would travel further afield to Rijswijk or Delft Centre in order to find cheaper and larger stores and civic facilities such as banks and sports facilities.

The lack of facilities being spread out across the area means that residents will be unlikely to populate the residential areas or Kuypervijk noord other than when they are accessing their own homes, leading to a less vibrant and more lonely street-scape.

This ultimately means that the area is not self sufficient and cannot function on its own, despite its location being significantly isolated from nearby areas. This contributes to the lack of liveability in the area.

Living environment analysis - Veldacademie Rotterdam

For the analysis of the living environment of the neighbourhood, we have used the 'Living environment analysis' methodology of Veldacademie Rotterdam. The goal of this analysis is to gain insight into the area of Kuypervijk Noord, looking at aspects like education, housing, health care, assistance, participation and welfare.²⁸

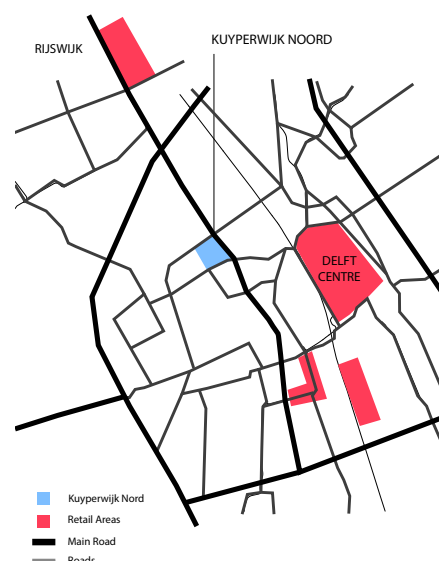


Figure 3.4 | Diagrams showing nearest retail centres to Kuypervijk



Figure 3.5 | Map showing all amenities in Kuypervijk Noord ▲ N

Figure 3.5 shows the whole neighbourhood, looking at different aspects like housing, daily provisions and other facilities like playgrounds and waste containers. The area is divided into two parts, one part as a residential area (red) and one part as a shopping area for daily provisions (orange).

Van Foreestweg Shops



Figure 3.6 | Map showing shops along the high street and around the square ▲ N

As seen in figure 3.6 most shopping facilities are located at the Van Foreestplein and Van Foreestweg. There is one big supermarket (number 14) in this neighbourhood on the east side of the street. All other shops are smaller local shops, like a drugstore (9), bookstore (10), hairdresser (4, 21, 28), and a dry cleaner (3). Besides shops, there is also a general practice (24), pharmacy (15), and physiotherapy (1).

B. Traffic Management

Kuyperwijk Noord is landlocked on two fronts by large roads and two fronts by water. Due to the roads being important access and feeder roads for the wider area, they can often be busy in peak hours and bring pollution and noise into the main shopping street and public space in Kuyperwijk Noord.

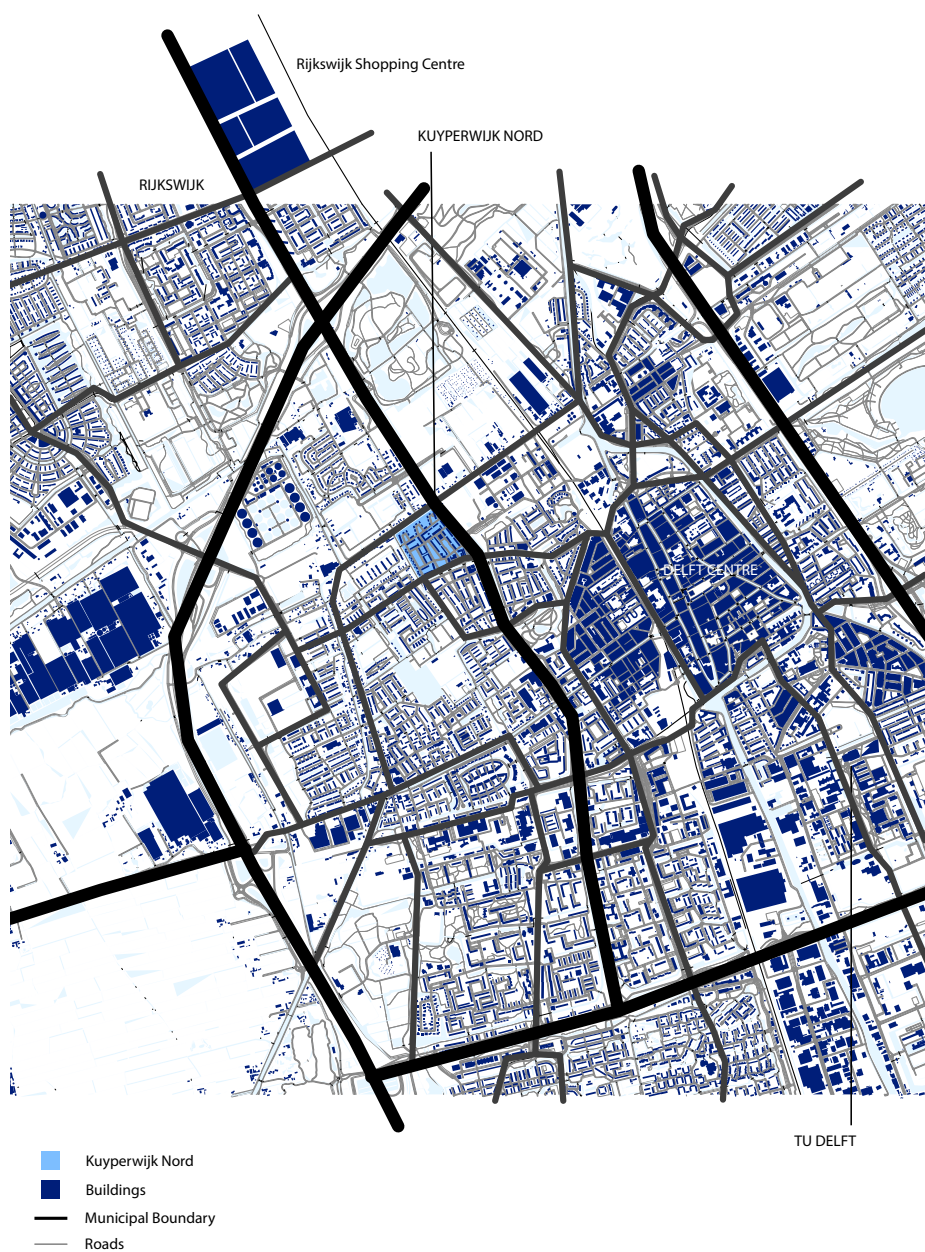


Figure 3.7 | Map showing main roads around the Kuyperwijk

Current Traffic Management

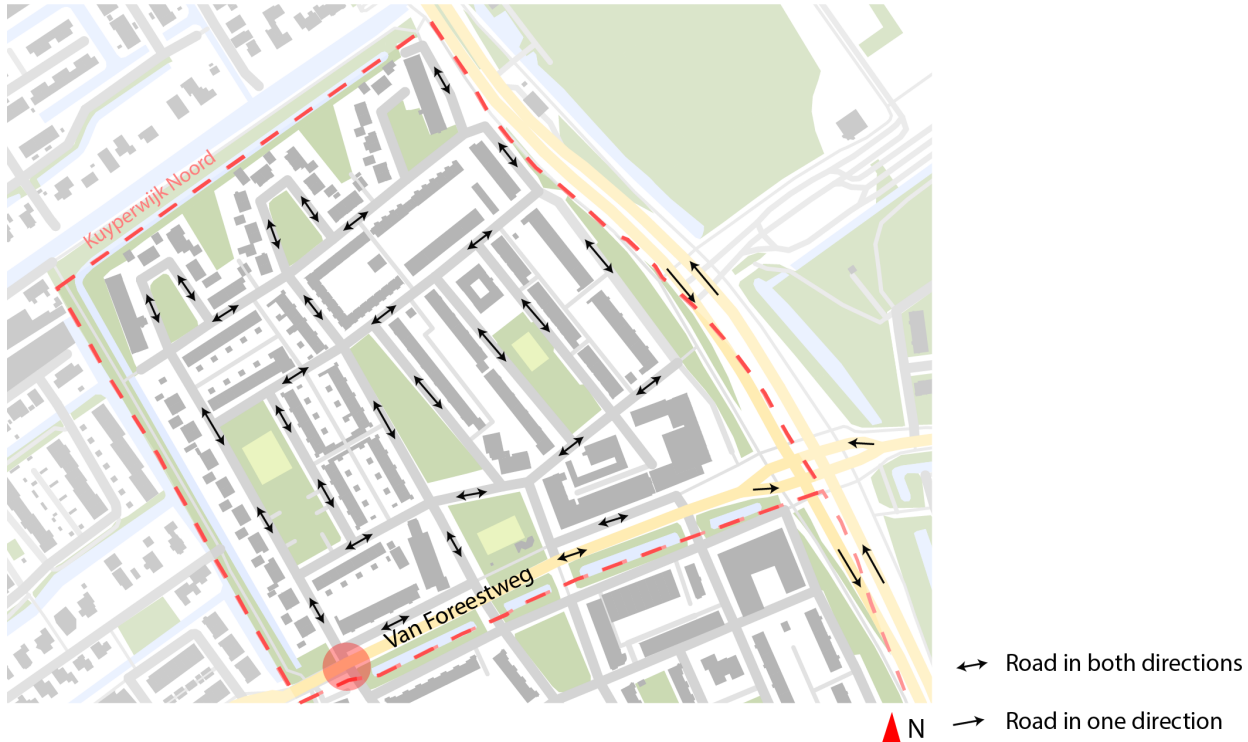


Figure 3.8 | Map showing current traffic management in Kuyperwijk Noord

At the moment, all roads in Kuyperwijk noord are two way streets. This means cars are able to pass through anywhere at anytime and their are no relief areas where noise and pollution can be calmer and dissipates. This also contributes to lack of public life on the streets as there are no spaces without cars, inferring there are no spaces for pedestrians.

The two entry points to Kuyperwijk noord are uncomfortable for both pedestrians and cyclists, with huge and slow crossings to get to the other side of the main roads (see Figure 3.8).



Figure 3.9 | Sketch showing main entry point to Van Foreestweg into Kuyperwijk

C. Observing the Streetscape

A series of photographs were taken during the site visit on Thursday 27th February 2020 around 13.30h. Each photograph has been analysed below.

The map shows the position of each photograph on a map of Kuypervijk Noord and the direction in which it was taken. We aimed to give a general overview of the area therefore tried to take photographs in different locations.

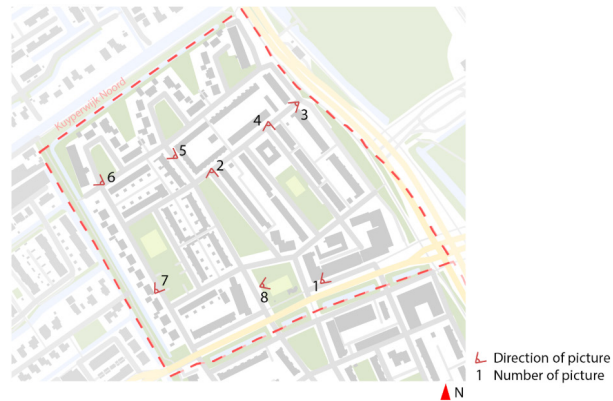


Figure 3.10 | Map showing photograph locations Kuypervijk Noord



1. Figure 3.11 | Van Foreestweg

The Van Foreestweg is the main street between Kuypervijk Noord and Kuypervijk Zuid. At the northern part of this street, there are some shops as depicted in the picture where inhabitants of the neighbourhood can do their daily groceries. There were a lot of bikes and cars parked in this area which makes it look crowded. If the main road is used as an area for double parking for all, it does not only reduce the width of the driveway in front of the small and medium business but also makes it less accessible.



2. Figure 3.12 | Vosmaerstraat - Van Groenewegenstraat

Between the apartment blocks, there is a green space; however, there seems to be no benches that the residents could use for sitting together, meeting, and doing any other similar social activities. There is also an accessible set of garbage cans. A lot of construction work was going on in different sections of the area as it can be observed from this picture as well. As the sides are used as parking, the driveways seem to be suitable for one car crossing only.



3. Figure 3.13 | Vosmaerstraat

Adequate space for parking is available in the residential area that is not on the driveway itself, leaving it free for driving cars. The streets seem to be in good condition and sufficient lighting is attached for when it's dark (a sense of security for the residents during evenings and nights); however, the lights are not as attractive as could be found in some other areas in the Netherlands.



4. Figure 3.14 | Vosmaerstraat - Van Kinschotstraat
Street looks congested with parking areas, garbage cans, trees, etc. The lower building on the right is a daycare and fysio. The (residential) buildings on the left all have the same shape which could be unsightly and boring as it takes away the uniqueness of each property or house. On the right next to the hedge there is litter on the street.



5. Figure 3.15 | Van der Lelijstraat - Meermanstraat
Apartment blocks right next to semi detached houses. Also interesting to note that most windows to the building are shut despite the fact that its daytime and the upper windows are unreachable to peeping eyes. Compared to the multi-family houses on the left, single family houses from the right side of the image seem more aesthetically pleasing and as Figure 3.2 (the image that shows the prices of the houses from the real estate website) shows are also more expensive.



6. Figure 3.16 | Meermanstraat

The difference between types of residential houses is clearly visible in this picture. On the left, there is a flat of eight-story high uniform multi family houses, and on the right a sample of semi detached single family homes appears.



7. Figure 3.17 | Teding van Berkhoutlaan

Similar residential buildings surrounding the playground. Comparatively, it appears more attractive since there is a wider open space. Benches attached in the area (could be a great site for parents' interaction with each other). It was a rainy day so no children (or their parents) can be seen in the field. The aesthetics could be improved by making the ground greener as some small sections are already and attending to the bushes around the area (it looks messy).



8. Figure 3.18 | Van Foreestplein

Again, construction work is going on. A five-story building is observed at close sight with small shops on the ground floor. Besides, a very high rise building observed in the distance which is adding to the contrast of building structures in the area. A lot of cars are parked in the area.

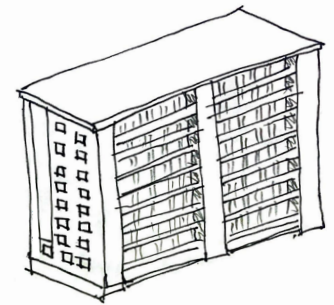
The square is surrounded by trees, there are multiple puddles as a result of the rain and there is no attractive urban furniture visible. It is a cold space which is not being populated.

3.2.2 Van Foreestplein Site Analysis

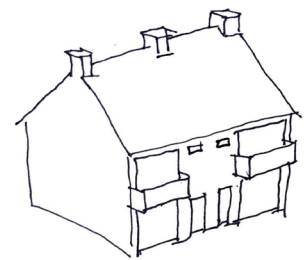
The following drawings analyse the square and its appearance in both summer and winter. Summer can be seen on 'google street view' thus allowing us to see what the area looked like not only on the very overcast and rainy day on which we visited.



Figure 3.19 | Sketch of Van Foreestplein



SOCIAL HOUSING BLOCK

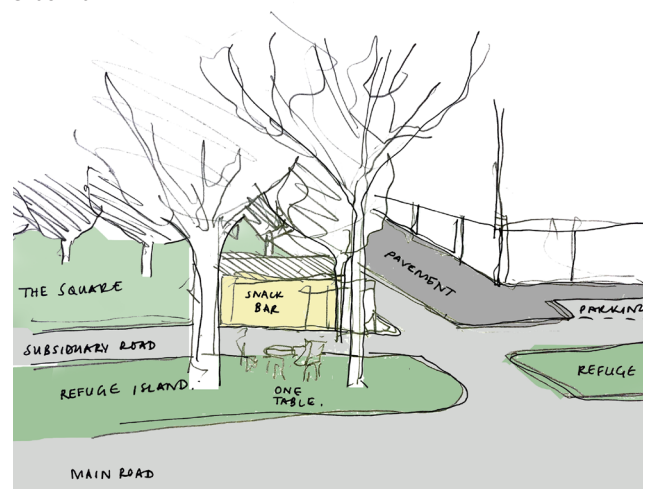


SEMI DETACHED

Figure 3.20 | Sketches of typical houses

Deciduous trees means the whole square is enclosed by sinister looking tree silhouettes for most of the year.

The square is surrounded by trees and parked cars. Its material looks like it could be tarmac, however it is aged and worn. There were a few piles of gravel on the surface left unattended. It was totally unpopulated and the snack bar as well as the one basketball net was also abandoned.



The snack bar faces the road front and does not face the square. In the summer only one table and some chairs are situated on the road refuge island rather than on the square which has plenty of space.

Figure 3.21 | Sketch of Van Foreestplein entry point

The Square (Van Foreestplein) lacks visibility. It is lined with a thick border of trees. If pedestrians wish to cross from the high street to the square they must pass through bike racks, densely parked cars, a road, parked cars again and then this thick border of trees. This discourages the use of the square.

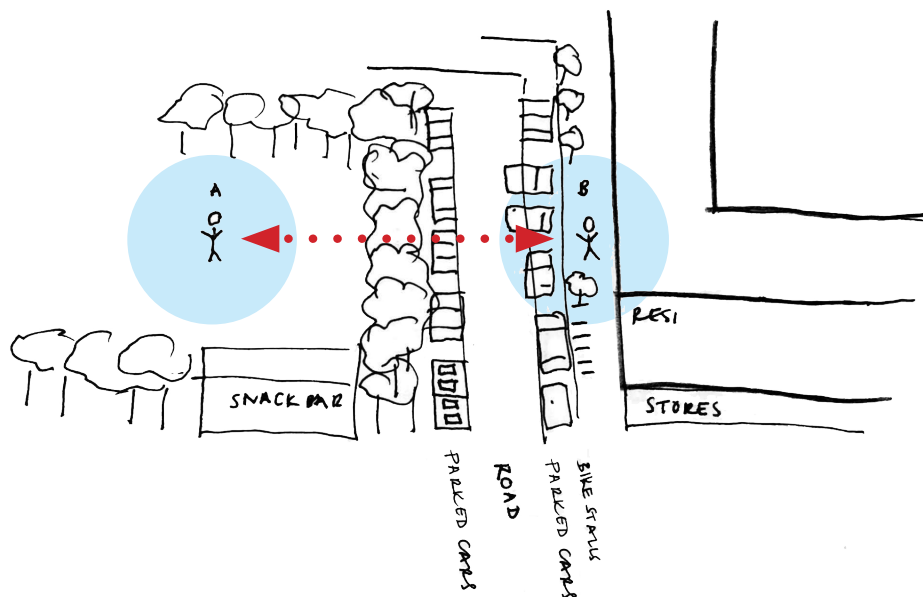


Figure 3.22 | Diagram analysing visibility of Van Foreestplein

In Figure 3.22, person A will not see person B easily. This means there will be a lack of passive awareness in the area, making one uncomfortable to remain.

Another reason for the lack of people may be the lack of places to sit or rest. There was one park bench in the square, however it was situated in a highly exposed place where you must have an awareness in all directions as opposed to more covered or strategically placed urban furniture.

Overall the zone between sidewalk and inside the square is unpleasant and reduces any incentive to use the square. The pedestrian zone is more of a 'through space' rather than a 'public space'.

Conclusion

What we can conclude from this section is that the neighbourhood is divided into two parts; a residential area and an area with retail and amenities at the main road. Furthermore, all roads are two way streets, which contributes to lack of public life on the streets. There are multiple public spaces like playgrounds, parks and squares around the area, but the number of benches where residents can interact is limited. The main square, Van Foreestplein, is also not attractive. At last, despite the high amount of garbage cans, there is a lot of litter and bulky waste on the streets.

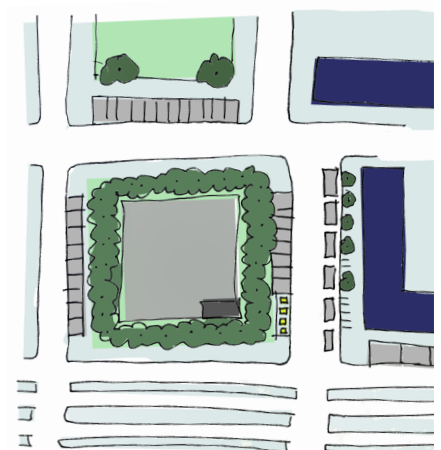


Figure 3.23 | Diagram plan Van Foreestplein

Whereas the former section explained the built environment, this section is dedicated to the social dimension. First, we share some of our observations and give a brief overview of the policies in place. Then, we examine the internal and external reputation of the Kuypervijk and explain which factors determine the neighbourhood's reputation. Afterwards, we analyse how the public spaces are currently being used by using Gehl's theoretical framework.

3.3.1 Interview Analysis

Interviews took place on two different occasions. The first was a Saturday and the second a Wednesday.

Residents

In our fieldwork, we spoke to sixteen people in the Kuypervijk on two occasions. Our first individual visit to the Kuypervijk was on 7 March 2020. We spoke to four residents of the Kuypervijk, three of which were regulars of the social restaurant Doel and the other was a fifteen-year-old employee at the local bakery on the Van Foreestweg. All of them told us that they enjoyed living in the Kuypervijk

Overview of Interviews

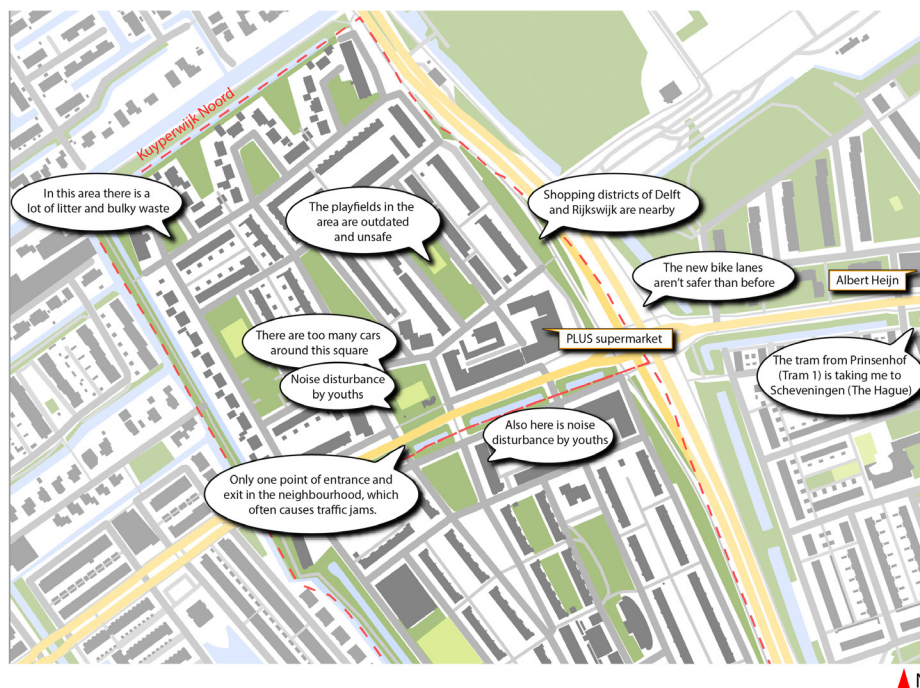


Figure 3.24 | Mapping the information from the Interviews

and that they enjoyed the greenery and spaciousness of the neighbourhood. One interviewee who lived in the neighbourhood for more than twenty years said that it was because of the greenery that she decided to move there. When we asked her about the media representation of the neighbourhood she replied that nothing is inherently wrong with the neighbourhood and that those incidents are rare and can happen anywhere. The only negative element she shared with us was the traffic situation. Even though the municipality had completely changed this, it is still regarded by many as dangerous. It also causes a lot of traffic jams in the mornings.²⁹

One recipient said that 'in order to not get stuck in traffic one has to leave fifteen minutes earlier to get to work, otherwise you'll be fifteen minutes late'. The other two recipients also had a positive view of the neighbourhood. For them, the greatest concerns were noise disturbance and not having a communal place where one could barbecue. Both reported that even though they had minimal contact with their neighbours, they are on good terms with one another. Since both had a migrant background, they said that the language formed the greatest barrier for them in socialising with their neighbours. Nonetheless, they said they rarely feel loneliness in the neighbourhood since their family and friends live close by anyway.³⁰ The youngest interviewee was the most critical of them all. Although she said that she really enjoys living there, she dislikes how the neighbourhood looks. According to her, there is too much stone and pavement, but she believes that it is possible to make the neighbourhood look more appealing by simply adding more benches and interesting shops, rather than big supermarkets.³¹

The second visit to the Kuypervijk was during the information market on 11 March 2020. This time the residents interviewed were more critical about the neighbourhood. The most common complaints were about the accessibility to the neighbourhood, littering and bulky waste, poorly maintained buildings, and the general lack of residents' involvement and common decency. It became apparent that littering and the lying around of bulky waste are one of the biggest annoyances. One elderly man said that 'it does not matter whether there is a bin, people will just throw their trash on the ground and move on.'³² Another man added that it really annoys him that people leave their bulky waste outside without notifying the company that is supposed to pick it up.³³ It is notable that almost none of the participants had experienced noise disturbance, but did know people that experienced it. One mother was highly critical of facilities for youngsters. She said that since there is nothing for them to do, it is logical that they hang around the streets. Furthermore, she was furious at people from the neighbourhood who would call the police about loitering and claiming that these youngsters were dealing drugs even though this is not the case. She suggested that if space would be made available for them, she would be glad to help out and organise something for them.³⁴

When we asked the community police officer about the loitering youth, he said that the police are unable to do something, because people do not report these

²⁹Interview 1 conducted by Nina Peeters and Diego Bosman on 7 March 2020.

³⁰Interview 2 and 3.

³¹Interview 4.

³²Interview 6.

³³Interview 9.

³⁴Interview 11.

issues. They are either afraid or simply assume that the police will not act on it anyway. He also acknowledged that people are quick to judge the loitering youth and just assume that they are up to no good, while in reality some of them are very decent people.³⁵

Despite all the negative newspaper reports about explosions, attempted murder, shootings, and drugs, the residents still feel safe nonetheless. One man said that those things can happen anywhere and do not represent the neighbourhood.³⁶ Someone else told us the story of when she just moved to the Kuiperwijk and one of her neighbours stole an ironing board that she had ordered from the Mediamarkt. She adds that other neighbours frequently receive very short visits from strangers and let packages be delivered to one of the neighbours. Nevertheless, she also feels safe in the neighbourhood.³⁷

³⁵Interview 10.

³⁶Interview 9.

³⁴Interview 8.

3.3.2 Policy Analysis

The municipality of Delft has identified the Kuyperwijk as a Kansrijke Locatie (promising location), in which the existing district has great potential to be redeveloped. The municipality thinks that by making the right investments here, more balanced, varied neighbourhoods with attractive facilities and public space can be created.³⁸ Every Dutch municipality is currently working on a new heat plan. Among other things, the heat plan will state how homes will get rid of natural gas for electricity and in which districts and neighbourhoods there are opportunities to get rid of gas by 2030. Delft has identified the Kuyperwijk, Voorhof and Buitenhof as possible neighbourhoods to go off the gas. The municipality is in close contact with the housing associations in order to start initiatives that work towards a gas-free neighbourhood.³⁹

Municipality budget plan

22 Million euros are made available for investments proposals. These funds are shared over five sectors: a solid base, strong neighbourhoods, manufacturing industry, energy transition, and mobility transition. The investment space within the budget of 22 million euros is used to enable new policies and to stimulate new initiatives. Also, more money has been allocated to existing activities. For 2020, an extra 3.1 million euros, 2021 2.6 million euros, 2022 0.5 million euros.⁴⁰

Year:	2020	2021	2022
Extra money for existing activities	3.1 Million	2.6 Million	0.5 Million

Solid base

In this sector, emphasis is laid on creating a solid foundation for the city. This budget is allocated to improve and maintain facilities, good municipal services, as well as maintaining a neat and well-functioning outdoor area. To realise these goals, the municipality has invested in the upkeep and improvement of roads, bridges, the sewer system, as well as school buildings and sports facilities. There is also a strong emphasis on the strengthening of existing neighbourhoods, such as the Kuyperwijk where a housing corporation is building future-proof houses.⁴¹



Figure 3.25 | Map showing Van Foreestweg business growth

Main points:

1. Better use and improvement of facilities that already exist;
2. Increase the agglomeration force;
3. Improving the special quality;
4. Promoting the transition to a water and energy efficient society.

³⁸ Gemeente Delft, Kansrijke Locaties, available online <https://www.delft.nl/bestuur-en-organisatie/delft-2040/kansrijke-locaties>, last seen 24-3-2020.

³⁹ Gemeente Delft, Warmteplan, available online <https://www.delft.nl/milieu/energie/aardgasvrije-wijken/warmteplan>, last seen 24-3-2020.

⁴⁰ Gemeente Delft, Programmabegroting 2020-2023, available online, <https://www.delft.nl/bestuur-en-organisatie/bestuur/beleid-en-verantwoording/programmabegroting-2020-2023>, last seen 02-04-2020.

Manufacturing industry and mobility transition

The municipality sees opportunities for more employment in the (innovative) manufacturing industry. New connections between educational and knowledge-based institutions as well as in the business world encourage this. For example, the neighbourhood of Schieoevers will create space for new activities, in combination with living and recreation. The mobility transition is aimed at improving the accessibility to Delft.⁴²

Energy transition

The municipality supports initiatives in neighbourhoods and city-districts to become independent from natural gas. A heating network in Voorhof and Buitenhof has agreed to work together with housing corporations in Delft to provide rental homes with natural gas-free sustainable heating installations.⁴³

Social cohesion

The municipality finds it important that people from different backgrounds and social standings meet in the city and live together peacefully, with respect for and protection of everyone's freedom. Where possible the Board will encourage initiatives that improve social cohesion and mutual involvement in the city.⁴⁴

Van Foreestweg

Although the Kuiperwijk has grown in recent years, the local economy did not. The municipality is developing a contiguous shopping area to stimulate the growth of local businesses. In addition to the expansion of the supermarket, the surrounding public space is also being renovated. An additional nineteen parking spaces will be added. Furthermore, the Persijnlaan adjacent to the supermarket will be opened up (used to be a dead end). Finally, a bicycle lane will be constructed along the Van Foreestweg where the car is a guest.⁴⁶



Figure 3.26 | Render showing bicycle lane Van Foreestweg in the direction of Prinses Beatrixlaan

(Source: Gemeente Delft, Van Foreestweg, Fietsstraat Van Foreestweg Richting Beatrixlaan, available online, <https://www.delft.nl/wonen/bouwen/bouwprojecten-de-stad/van-foreestweg>, last seen 02-04-2020).

⁴² Idem, Bestemmingsplan Van Foreestweg: Toelichting, available online, <https://www.delft.nl/bestuur-en-organisatie/bestuur/beleid-en-verantwoording/programmabegroting-2020-2023>, last seen 02-04-2020.

⁴³ Ibidem.

⁴⁴ Ibidem.

⁴⁵ Gemeente Delft, Programmabegroting.

⁴⁶ Idem, Bestemmingsplan Van Foreestweg.



Figure 3.27 | Render showing parking lot Persijnlaan

(Source: Gemeente Delft, Van Foreestweg, Parkeerterrein Persijnlaan, available online, <https://www.delft.nl/wonen/bouwen/bouwprojecten-de-stad/van-foreestweg>, last seen 02-04-2020).



Figure 3.28 | Render showing side view from Van Foreestweg

(Source: Gemeente Delft, Van Foreestweg, Zijaanzicht vanaf Van Foreestweg, available online, <https://www.delft.nl/wonen/bouwen/bouwprojecten-de-stad/van-foreestweg>, last seen 02-04-2020).



Figure 3.29 | Render showing top view bicycle lane and supermarket

Source: Gemeente Delft, Van Foreestweg, Bovenaanzicht Fietsstraat en Supermarkt, available online, <https://www.delft.nl/wonen/bouwen/bouwprojecten-de-stad/van-foreestweg>, last seen 02-04-2020).

3.3.3 Current Affairs Analysis

This section focuses on the reputation of the Kuiperwijk area as portrayed by the media as well as how residents and non-residents perceive the neighbourhood. Findings are based on newspaper reports and interviews with residents and non-residents alike.

Non-residents

As we have mentioned before in chapter 2, the Kuiperwijk suffers from a plethora of issues ranging from loneliness to a high scale of crime. These problems severely damage the reputation of the neighbourhood to the point that it is perceived by non-residents as a 'problematic' neighbourhood. Non-residents who often visit the social restaurant Doel in the Kuiperwijk, say that the neighbourhood looks 'uninviting, depressing, and ugly'. Particularly the central square is described as 'grey, ugly, and boring'.⁴⁷ Other non-residents, who barely visit the Kuiperwijk, associate the neighbourhood with crime. They say things like 'there are always bait mopeds there', and 'a lot of murders happen there' or 'watch out for firework bombs!'.⁴⁸ Interestingly enough, people that frequently visit the Kuiperwijk have other associations there than people who barely go there. People that occasionally visit the area mainly focus on the physical dimension, whereas persons that barely go there articulate their concerns of crime in that area. This discrepancy can be explained that the former knows the area and the people living there much better than the latter whose perception of the Kuiperwijk is heavily influenced by hearsay and the media.

Media Representation

Various studies have found that newspaper reports can transmit a negative image of a neighbourhood and thus contributes to establishing a negative reputation for that area.⁴⁹ In the context of the United Kingdom, a few studies were conducted that selected newspapers with a simple name search and excluded the articles that were deemed not to be about the estates in question. They then systematically categorised the articles in four frames according to the image they conveyed of the estate in question: 1) positive; 2) negative; 3) mixed; 4) neutral. By closely examining factors such as wording and phrasing, tone and seriousness, imagery, and the wider context of the message conceived, they determined the categorical position of the articles.⁵⁰

Although most of these studies focus on the context of the UK, the same framework can be applied to the Kuiperwijk. For this case, we selected a national newspaper that frequently reports about developments in Kuiperwijk. In the period between 2015 and 2019, we found twenty-seven reports about the Kuiperwijk. Due to the short scope of this section, we settled to closely examine newspaper reports from a single newspaper over the course of four years. Of these twenty-seven articles nine covered crime in Kuiperwijk, fourteen

⁴⁷H. van der Linden, *Bewoners over de wijk* (2017), available online: <https://kijkopdevoordijk.nl/berichten/bewoners-over-de-wijk-2017> last seen: 23-3-20.

⁴⁸I. Olsthoorn, 'Column van Chantal'.

⁴⁹A. Kearns, O. Kearns & L. Lawson, 'Notorious Places: Image, Reputation, Stigma. The Role of Newspapers in Area Reputations for Social Housing Estates', *Housing Studies* 28:4 (2013) 579-598; J. Flint, R. Casey & S. Green, *Rethinking Neighbourhood Image and Stigma* (Sheffield 2007); D. Robertson, J. Smyth & I. McIntosh, *Neighbourhood Identity: People, Time and Place* (York 2008).

⁵⁰A. Kearns a.o., 'Notorious Places', 586.

Figure 1: Newspaper Framework Analysis

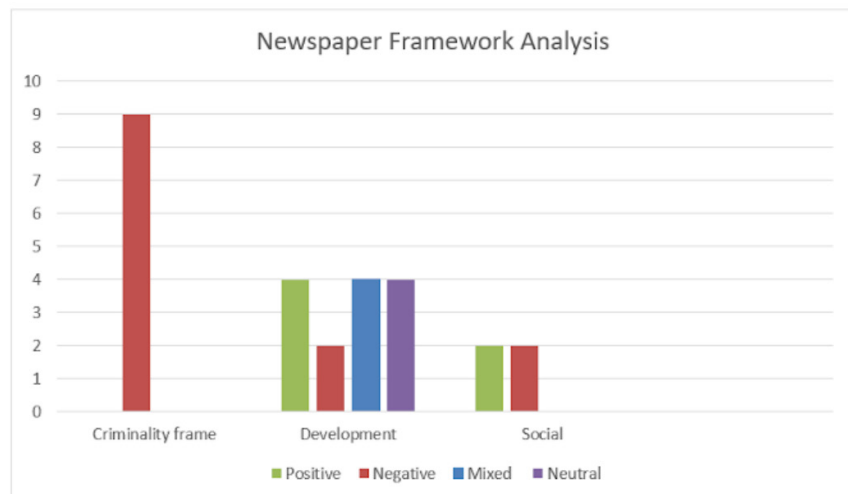


Figure 3.30 | Table showing Newspaper Framework Analysis
(Source: Framework analysis of newspapers from *Algemeen Dagblad*)
See Appendix 7.5 for detailed overview

mentioned development plans and renovation in the neighbourhood, while only four articles focussed on the social dimension of the neighbourhood. When visualising our findings, it became apparent that thirteen of the twenty-seven reports portrayed a negative element of the Kuyperwijk while merely six articles mention something positive. Most of the negative reports cover severe criminality in the area.⁵¹ For instance, in December 2015, there was an explosion in Kuyperwijk that seriously injured a resident. The police arrested someone and suspected that it was a deliberate attack specifically directed at the victim.⁵²

Other reports mentioned shootings, arson, and drugs.⁵³ The development frame, however, gives a more nuanced portrayal of the neighbourhood in question. Here, the neighbourhood is seen as weak but with potential. These reports took a more mixed yet neutral approach by stressing the development ideas for neighbourhood improvement rather than listing the neighbourhood's shortcomings. Whereas the positive elements involved ambitious plans of the municipality to improve the traffic situation, housing, and local businesses, the negative and mixed reports focused on the freezing of certain plans for development and demolition of social housing.⁵⁴ As for the social frame, there was a balance between the positive and negative reports. However, when looking at the seriousness in the manner in which the articles conveyed their message, it can be concluded that the critique that the negative reports deliver is more

⁵¹See Figure 3.30: Newspaper Framework Analysis.

⁵²Algemeen Dagblad, 'Buurt Vreest Meer Geweld na Aanslag op Bewoner', 23 December 2015.

⁵³Idem, 'Auto Volledig Uitgebrand aan Teding van Berkhoutlaan', 10 November 2017; Idem, 'Drie Personen Aangehouden na Schietpartij in Delft: Hele Wijk Weet Dat er Drugs in Het Spel Waren', 22 April 2019; Idem, 'Was de Brand aan De Camerlingstraat een Incident of Is er Sprake van Vetes tussen Drugsdealers?', 4 June 2019.

⁵⁴Idem, 'Massale Sloop van Sociale Huurwoningen in Delft', 24 June 2017; Idem, 'Denkend aan toekomstig Delft: kwaliteit van openbare ruimte sterk verbeteren', 28 October 2018; Idem, 'Geen schot in voortgang project Rode Loper', 22 March 2019

striking and outweighs the positive remarks. According to a neighbourhood survey conducted in July 2018, 24 per cent of the residents declared that they frequently experience noise disturbance by loitering youth. Furthermore, 32 per cent stated that compared to a few years back the quality and liveability of the neighbourhood as a whole decreased.⁵⁵ Another newspaper report accuses the municipality and housing associates of driving away renters in the social sector by building too expensive new houses and increasing rent.⁵⁶ While the only positive reports are about a café that is doing financially well in the neighbourhood and about how obesity rates in the Kuiperwijk are lower in comparison with other neighbourhoods in The Hague and Delft.⁵⁷

Another significant point that can be derived from media analysis, particularly newspaper articles is how it represents the narrative of the residents themselves which speaks the loudest of the neighbourhood. This analysis and excerpts of such (selective) narratives will be included throughout this paper under different relevant sections.

Residents

For further analysis please refer to Interview analysis Chapter 3.3.1.

Conclusion

We can conclude that the main issues of the Kuiperwijk are:

- 1) littering and bulky waste;
- 2) issue of accessibility;
- 3) poorly maintained houses;
- 4) poor social cohesion;
- 5) and non-existent facilities for youth;
- 6) inadequacy of retail amenities;
- 7) safety and security concerns.

These elements are highly visible and can transmit a negative external image while the residents do not necessarily feel the same way. Combine this with a significant number of negative newspaper coverage and you have a recipe for a bad external reputation. Residents, however, enjoy living in the Kuiperwijk but acknowledge that something has to be done to improve the overall liveability of the neighbourhood. Some are even proud of progress and improvement the neighbourhood made in recent years and are eager to see it continue in the future.

⁵⁵Idem, 'Bewoners Kuiperwijk Ontevreden over Buurt', 19 July 2018.

⁵⁶Idem, 'Delft is een Yuppenstad, Sociale Huurder Ligt op de Pijnbank', 17 October 2019.

⁵⁷Idem, 'Cafewinkel: Koffie en Lekkers in de Kadoshop', 12 March 2015; Idem, 'Snackbar in Buurt Leidt tot Obesitas', 17 November 2016.

3.3.4 Utilisation of Kuypervijk's Public Spaces

In addition to the various findings that have been mentioned above, our observation and analysis also focused on Kuypervijk public spaces that serve as a potential location for social activities. We mainly observe the three patches of green area in the middle of Kuypervijk as our objects. Based on our observations, these public spaces and areas surrounding it suffer from two major issues. First, they are still missing some components that discourage people to engage in social activities. One of our main findings shows the lack of benches in these green areas that could have served as a nudge for people to spend their time outside. By doing this, they will increase the chance of encountering other residents, resulting in social activities. The opportunity to see, hear, and meet others can be one of the most important attractions in the neighbourhood centre such as these parks, and the placement of benches would encourage it to happen.⁵⁸

The lack of supporting facilities (such as benches or picnic tables) will lead to a minimum usage of the spaces, that further resulted in an unwillingness to engage in outdoor activities. It explains why even though these areas have a number of children's playgrounds, it seems to be abandoned most of the time. Both in areas with single-family houses and apartment house surroundings, children chose to stay and play primarily where the most activity is occurring or in places where there is the greatest chance of something happening, rather than in play areas specifically designed for that purpose.⁵⁹

The second aspect that becomes a hindrance of social activities in Kuypervijk Noord is the main road that several residents consider 'dangerous' and too crowded. The rising number of traffic activities has a direct consequence of the decreasing number of social activities.⁶⁰ In addition, the aforementioned benches will serve its full potential when it is placed facing people's interaction (walking, playing, working, etc.), not a constant flow of automobiles. Hence, these factors intertwined each other in the strategic intervention.

Relating to that aspect, the quality of the physical environment directly related to the occurrence of social activities. As the results of our observations and resident opinion showed, the litter and bulky waste around the main streets, also became a significant determinant that made people less obliged to engage in social activities.



Figure 3.31 | Diagrams showing Gehl's approach to public spaces (Source: Gehl Insitute)

⁵⁸Jan Gehl, *Life Between Buildings*, 28.

⁵⁹Ibidem, 25.

⁶⁰Ibidem, 35.

To give a theoretical framework for our findings above, as a guideline, we based our evaluation on Gehl's Twelve Quality Criteria of Urban Spaces. These criteria were used to evaluate and note the extent to which the individual public space lives up to the criteria for inviting people to come and stay. The list of these quality criteria was developed on the basis of fundamental knowledge about human senses and needs, as well as public space studies in all parts of the world. The criteria were then given value in three different scales (low, modest, high), to determine each criteria priority in our strategic intervention, adjusted to the available time and budget. Low means the existing conditions in Kuyperwijk do not meet the expected criteria's standard, while high means the public space in Kuyperwijk has fulfilled the quality criteria.⁶¹

Gehl's Twelve Quality Criteria of Urban Space⁶²

Criteria	Low	Moderate	High	Description
Protection against traffic and accidents		V		Main road is considered too crowded
Protection against Crime and violence			V	Residents feel safe despite a slight worry of Juvenile
Protection against Sense-Experiences	V			Minimum protection against strong sun, rain, and dust from construction work
Possibilities for Walking		V		Pedestrian access are easily accessible, even though several construction work and litter may create inconvenience
Possibilities for Standing	V			Only the Bus stops that may invite people to stand still in the area
Possibilities for Sitting	V			Minimum placement of benches,
Possibilities to See	V			The available benches are not positioned towards center of people activity
Possibilities for Hearing/Talking	V			The area does not invite people to gather or have a chat outside
Possibilities for Play/Unwinding		V		Minimum facilities for exercise or playing (mainly for children)
Small Scale Services				The public space are at a human scale, and people are not lost in their surroundings
Designing for Enjoying Positive Climate Elements		V		Local climatic aspects are not taken into account, The design and placement are made as a general design for every condition
Designing for Positive Sense-Experiences	V			The residents complained about the lack of aesthetic of the neighbourhood

Figure 3.32 | Table showing Gehl's Twelve Criteria of Urban Space

*these criteria were used to evaluate the green areas in Kuyperwijk as has been shown in the previous map

⁶¹Gehl & Svarre, *How to Study Public Life*, 106.

⁶²Ibidem, 107.

Looking at the evaluation of these twelve criteria, we can see that the most urgent aspect to tend to is creation of opportunities for people to engage in social activities, complemented by additional structure to support those activities. These findings will serve as an additional consideration in designing the strategic intervention that will tackle the obstruction of social activities. To get a concrete view of the aspects mentioned above, the next section will provide visual data of the area, to give us a more stark understanding of the issues.

Conclusion

The observation that was based on Gehl's Twelve Criteria showed the intertwining factors that resulted in minimum social activities in the neighbourhood. Based on these multifaceted observations, the improvement that was desired by the resident, can be translated into a set of policies that include modification of physical structure around the neighbourhood, and revitalisation of dormant facilities.

3.4 Fieldwork + Analysis Conclusion

The purpose of this section is to summarise and synthesise our findings in order to address the following research question: how do the residents describe the issues of Kuypervijk Noord and how could these issues be resolved?

We first looked at the existing statistical data, which showed that there is limited differentiation in housing typologies and that there is a significant gap between housing prices in the area. This is significant considering that the gross annual income per inhabitant is the lowest in the Kuypervijk compared to other neighbourhoods in Wijk 14 Voordijkshoorn. The neighbourhood's social make-up exists mostly of (37%) 25-45 years old and is closely followed by (27%) 45-66-year olds. More than half of the total number of households are one-person households. Although 70% of the residents feel safe and responsible for the liveability of the neighbourhood only 25% feels connected to it. The analysis gave us a deeper understanding the neighbourhood's demography.

When talking to the residents, several central themes frequently came up. Almost all the respondents in Kuypervijk Noord mentioned the following issues:

- 1) Littering and bulky waste: *'what really annoys me is that people dump their bulky waste outside without notifying the company that is supposed to pick it up.'*⁶³
- 2) Issue of accessibility: *'The neighbourhood only has one entry point and one exit point which often cause traffic jams. I fear that if an emergency might happen in the neighbourhood we are all trapped.'*⁶⁴
- 3) Poorly maintained houses: *'The houses are poorly maintained. They are old, filthy and in overall bad shape.'*⁶⁵
- 4) Poor social cohesion: *'It is common for residents in the flat to argue.'*⁶⁶
- 5) Security and safety concerns: *'When I first moved here, I had ordered a brand new ironing board, but on delivery it was stolen by one of my neighbours.'*⁶⁷
- 6) Inadequacy of businesses and shopping areas: *'I always shop in Rijswijk or Delft.'*⁶⁸
- 7) Non-existent facilities for youth: *'Of course they hang around the nightmarket, there is nothing else here for them [the youth] to do!'*⁶⁹

Even though the residents highlighted a number of issues, they always stressed that they enjoy living in Kuypervijk Noord and do not think that these issues are reason enough to move to another neighbourhood. Some are even proud of the little progress the neighbourhood has already undergone. There is, however, a discrepancy between what the residents think of the neighbourhood and how non-residents perceive the neighbourhood.

These highly visible issues contributed to the negative external image non-residents have of the Kuypervijk. Moreover, subsequent negative newspaper coverage reinforced the neighbourhood's negative image even though residents' stories are not that negative. Although they recognise the main issues they enjoy living there nonetheless. Other major problems of the physical

⁶³Interview 9.

⁶⁴Interview 1.

⁶⁵Interview 9.

⁶⁶Interview 8.

⁶⁷Interview 8.

⁶⁸Interview 4.

⁶⁹Interview 6.

environment are the lack of complementing structure in public areas, busy and congested traffic, littering and abandonment of sidewalks.

Through a theoretical analysis, based on Gehl's twelve quality criteria of public space, Kuypervijk can be considered possessing a poor quality of public space. The existing condition and aesthetic do not invite people to stay or spend their time in public space to engage in optional or social activities. This factor closely relates to the other aspects that have been mentioned above. With more than half of the residents living in a one-person household, social activities are key instruments for them to interact with neighbours and build social cohesion. With the poor quality of public spaces, it is no wonder people are not attracted to spend their time in these spaces, that eliminate chances of social activities. This resulted in the low value of connectivity felt by the resident, as presented above.

The conditions of the surrounding areas of the public spaces also contribute to the poor quality of the spaces itself. Littering and bulky waste, also heavy traffic and high amount of parked vehicles, are not a formula for lasting social activities. If anything, these conditions greatly reduce people's interest to sit, or even stand in public spaces. Not to mention the frequent gathering of youth in those areas that made a group of residents hesitate to engage in social activities at given times.

Combining all of these findings, our strategic interventions revolve around three main sectors. First is the creation of supporting infrastructure in public spaces, to generate a higher frequency of encounter and social activities. The modification of traffic flow in the surrounding area to reduce intensity and congestion, while also providing a more conducive surrounding for social activities. Third, is the revitalisation of existing facilities as semi-formal meeting places that can be utilised by residents for various activities. The next chapter will explain these strategic interventions in more detail.

Chapter 4 will focus on the second half of the research question by proposing several strategic interventions aimed at resolving the aforementioned issues and ultimately improve the overall liveability in Kuiperwijk Noord. In our fieldwork, there were three issues that kept occurring: the Van Foreestplein, the Van Foreestweg and the social cohesion. Our strategic interventions and design tackle all three of these issues.

4.1 Built Environment Intervention

4.1.1 Traffic management system

As mentioned before, all streets in the area are two-way streets. The car is too present, and something needs to be done against noise and pollution. Some streets will be transformed into one-way streets. This change will bring more structure and better traffic flows into the area. There are now two ways into the neighbourhood (IN) and one way out (OUT). The intervention can be done in a couple of steps. First, the neighbourhood needs to get informed about the changes. And second, one-way direction road signs must be placed.

There is one street, Van Schuijnburchstraat, that is going to be closed off for vehicles, except the local bus and suppliers. The first step is to close the road with a sign: 'No traffic allowed, except the local bus and suppliers'. After this, it is also not possible anymore to use the parking lots. The next step is to redevelop the pavement. The street and pedestrian area are going to be made as one. This will be elaborated more in the next part 'urban furniture'.

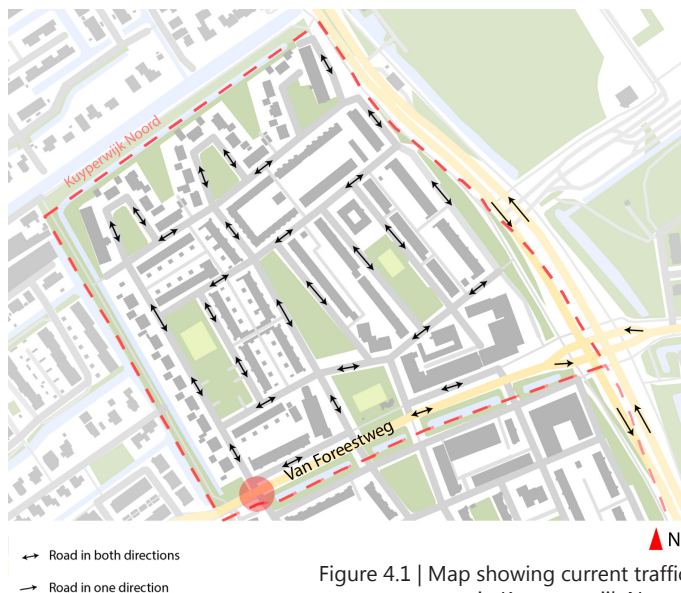


Figure 4.1 | Map showing current traffic management in Kuiperwijk Noord

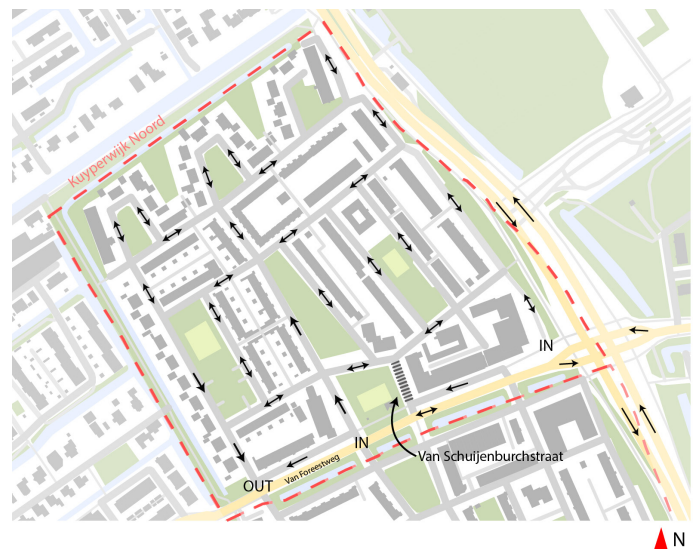


Figure 4.2 | Map showing proposed traffic management in Kuiperwijk Noord

4.1.2 Lighting

Lighting Van Foreestplein square in a dynamic and rational way will help residents feel more comfortable in the evening. By creating pleasant places to be and allowing for visibility, residents can enjoy this space in the evenings as well as the daytime.

In terms of strategy, lighting should come from different heights and be set at different levels. We will softly light urban furniture from below as seen in Figure 4.6. Active spaces require strong lighting as seen in Figure 4.5. Further, we will also include some feature lights such as the tree light by IGuzzi (Figure 4.7). This will be a fun addition which will blend with the trees around the square and cast some nice shadows whilst fitting contextually.



Figure 4.3 | Map showing proposed lighting strategy



Figure 4.4 | iGuzzi Tree Light
(Sources: See Bibliography)



Figure 4.5 | Photo showing strong lighting
(Sources: See Bibliography)



Figure 4.6 | Photo showing low lighting
strategy
(Sources: See Bibliography)



Figure 4.7 | iGuzzi Tree light in-situ
(Sources: See Bibliography)

4.1.3 Urban Furniture

Our aim as traffic management intervention is to close off the Van Schuijnburchstraat. In this street, some parking lots will disappear because of this intervention. To stimulate healthy travel alternatives, we will replace these parking lots by benches combined with bicycle parking facilities.

Short term: Before the redevelopment of the street, we are going to place temporary bicycle parking facilities on the existing parking lots. This will help us to examine the reaction of users and to see if this intervention is working as planned.

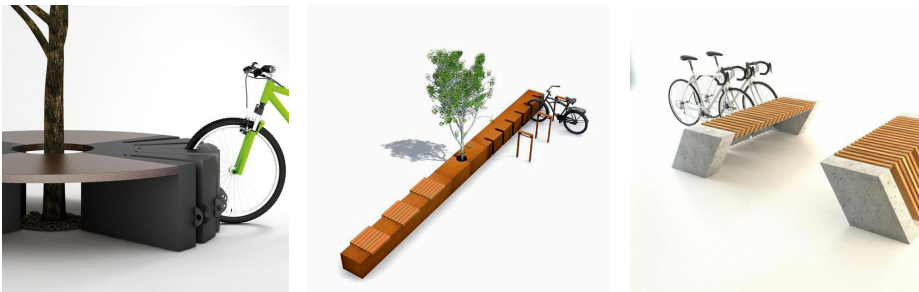


Figure 4.8 | Photos showing potential temporary urban furniture
(Sources: See Bibliography)

Long term: It is still necessary that this street is accessible for suppliers and the local bus. Therefore, the street will be redeveloped as a shared street. Pedestrians and cyclists have priority and other vehicles are guests. This environment is going to be created through the use of the same colour pavers and there won't be a strict distinction between functions.



Figure 4.9 | Photos showing potential permanent urban furniture
(Sources: See Bibliography)

This intervention will also improve the connection between Van Foreestplein with the local shops. We want to create a public space where visitors to the shopping street can meet and interact with each other during the day.



Figure 4.10 | Images showing aspirational street-scapes intended for Kuiperwijk
(Sources: See Bibliography)

4.1.4 Redesign the Square and Green area

If the municipality was able to fund a more investment intensive intervention then we propose a redesign and new strategy for the sequence of public spaces which pass through the centre of Kuypervijk.

One successful example of a long thin urban space which was renewed is Superkilen in Copenhagen (Figures 4.11-4.13). This space was a grim public area in one of Copenhagen's lower income zones. It is now well lit in the evening, constantly full of people and attracts people from outside the local area.

The main aspects to take from this example is the variety in quality of spaces, differences in lighting, changing relief and opportunity for a variety of activities. We would like to emulate these ideas in the sequence of green spaces around the Van Foreestweg and Van Foreestplein.

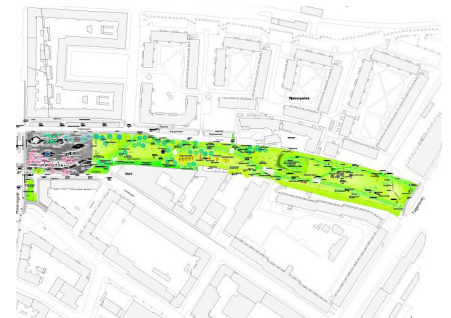


Figure 4.11 | Plan of Superkilen
(Source: BIG- Bjarke Ingels Group)



Figure 4.12 | Photo of Superkilen mound
(Source: Bibliography)



Figure 4.13 | Photo of Superkilen, Copenhagen at night
(Source: Bibliography)

Relief in the design of public space, can also become opportunities for exercise as well as sitting. Figure 4.14 shows a much more aesthetic and social version of urban relief which could also provide opportunity for exercise.



Figure 4.14 | Photo of active/passive urban relief
(Source: Bibliography)



Figure 4.15 | Photo of outdoor gym
(Source: Bibliography)

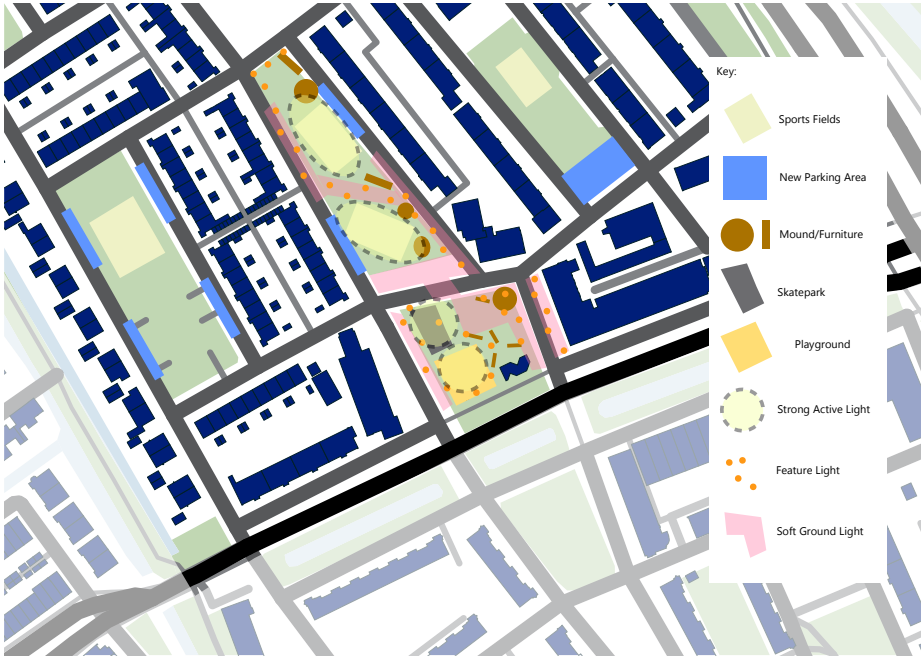


Figure 4.16 | Map showing proposed public space strategy

Figure 4.16 shows a proposal for the new zoning of public activity along the green spaces and Van Foreestplein in the hope that this will activate the public area and improve the aesthetics, security and liveability of Kuiperwijk Noord.

It proposes a new strategy for hard and soft areas for sports, sitting, walking and parking. It aims to provide spaces for all demographics throughout the day and night.



Figure 4.17 | Diagrams showing Van Foreestplein before and after

4.2 Policy + Strategy Intervention

The proposed physical changes to the neighbourhood will address multiple issues we identified in the Kuyperswijk Noord such as aesthetics/appearance, lack of facilities for public life, safety (traffic issues and lighting). However, to tackle a broader spectrum of issues, we want to take a more integral approach and tackle social issues as well. In our report, several social challenges are mentioned. Especially our conversation with the community police officer was beneficial to gain a good understanding of the social situation in the neighbourhood. As mentioned in our analysis, the police officer highlighted that there was a clear lack of social cohesion in the Kuyperswijk.

4.2.1 Children's Council

For the social aspect of our strategic intervention, we, therefore, want to work with two focus groups in the neighbourhood. First of all, we want to improve facilities for children and get children from different income backgrounds in contact with each other. At the Van Foreestplein, we observed two groups of children: those living in the 'golden triangle' and those living in the rest of the neighbourhood. We want to stimulate the social interaction between children by starting a 'children's council' for the neighbourhood. This council should cooperate with the municipality and local stakeholders to improve the playgrounds in the area. The council would also be a good vehicle to improve the general aesthetics of the neighbourhood, by organising a monthly/quarterly/yearly neighbourhood clean-up.

To start up such a council, we advise that the primary school in the Kuyperswijk plays a pivotal role. From there, a bigger plan with more children and a handful of parents can be introduced. The children's council is a good way of investing in better playing facilities in the neighbourhood and could potentially be a way to start a Duimdrop (Figure 4.18) initiative in the long run.⁷⁰ Besides that, we think that by connecting children in the neighbourhood across income barriers, interactions between parents will increase as well. Better interaction between different inhabitants will, in turn, improve the atmosphere in the main square and increase the social embeddedness of the square in the neighbourhood. Since the municipality of Delft only has a limited budget, this solution should not form a problem.

4.2.2 Youngster's Council

On top of the children's council, we advise the municipality to cooperate with teenagers and parents on a 'youngster's council'. The underlying principle of such a council is similar to the children's council. The youngster's council will actively look into a solution for the loitering youth in the Kuyperswijk. Possible solutions may be opening up the community centre for the youth once or twice a week, under parental supervision.

However, if successful, a youngster's council can be far more self-managing than a children's council. In the council, youngster's should be stimulated to come up with initiatives and possible activities for young people living in the



Figure 4.18 | Photograph showing Duim Drop
(Source: : <https://i0.wp.com/graper.info/Weblog/Zevenkamp/DuimDrop.jpg>)

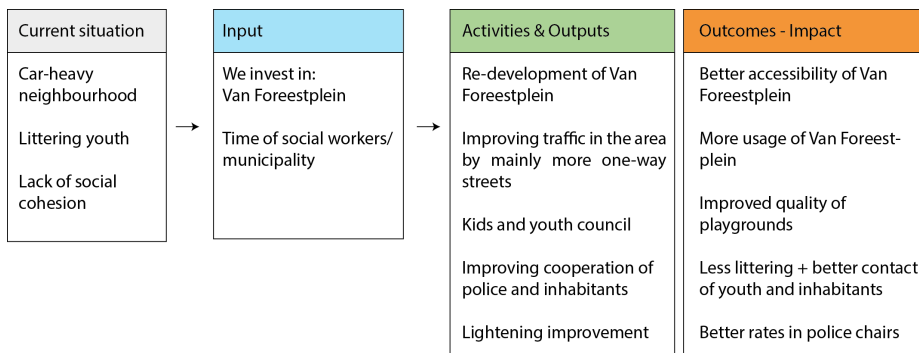


Figure 4.19 | Graphic showing Scales of Interventions

area. The council should also function as a spokesperson and the community police officer should actively communicate with the council. If the current vicious circle of bored youth and annoyed inhabitants can be broken, this will impact the atmosphere in and around the Van Foreestplein.

For both of these solutions, we want to involve inhabitants in the changes in their neighbourhood. However, these projects are heavily dependent on cooperation and co-creation of both parties. They may require little money, but they will require long-term commitments in order to succeed.

4.2.3 'Civilianisation': Security + Businesses

An issue about the Kuyperswijk Noord neighbourhood has been about security and safety concerns. During the interviews the participants criticized the security system in Kuyperswijk; in particular, crime rates, theft, frequent conflict between neighbours, traffic rules and other issues such as noise disturbances. Crime and drug dealings were also extensively covered by the media such as newspaper articles. Many among the residents were also accused of not following traffic rules such as they would drive scooters on roads where they are not allowed, adding to the traffic issue in the area, particularly the entrance.

On top of this, it was reported both by a resident and a police officer that the residents of the neighbourhood rarely report incidents because of mistrust if police will really do anything about it. At other times, as another resident complained, the police were called unnecessarily such as for loitering by the young boys in the neighbourhood. In similar cases such as for noise disturbances, police cannot really observe and solve issues unless they get complaints or are always there like the residents. Drawing a conclusion from the interviews and the news articles, one could say that reforming the policing system could considerably improve the safety and liveability factors of the neighbourhood.

In cases when a professional police force dispatched hasn't worked in resolving crime rates, communities have changed their approach to building a partnership between the police and the residents.⁷¹ Community civilianisation also works better because it leads to better relationships. In this case, we suggest 'civilianisation' of the police force in the area. First of all, this will relieve some pressure from the only police officer allocated to the area. An interview with

⁷¹S. Lawrence and B. McCarthy, 'What Worlds in Community Policing? A Best Practices Context for Measure Y Efforts', *The Chief Justice Earl Warren Institute on Law and Social Policy* (2013) 1-17.

him revealed that there is a shortage of police staff since there is only one police officer responsible for 15,000 residents as compared to 5,000 normally. This approach has been successful in other contexts as well. For example, in a project of civilianisation of community policing, individuals were hired as "civilian investigators" for "limited officer-level" tasks such as "taking victim information, collecting evidence, and creating a report which is then referred to officers at the stations for further investigation" in non-violent crimes.⁷² This did not only make it easier for the main staff to prioritize safety issues but it was also cost-saving.

Secondly, an interviewee complained that a reason why young people roam around the area ending up disturbing other people is because they have nothing to do. Besides, another person complained that there were too many unemployed and struggling residents. Therefore, a second reason for civilianisation of the security system would be the creation of engagement and income sources for the residents which will automatically resolve many of the safety complaints and issues. Third, having police staff from the same area will help the people of the neighbourhood know each other and therefore build better social connections. Also, it will help with the relationship between the police and residents as well, resolving trust issues against the police. Fourth, this will be able to solve the issue of the police officer's accessibility and timely response. Last but not the least, this system has helped in other contexts in better problem solving since this way the police have been able to get to the root causes of security and safety concerns and have been able to mobilize the entire community's support.⁷³

Finally, about civilianisation and not necessarily security concerns, is to 'civilianize' business owners as well. Since the municipality plans on building shopping areas and other businesses such as cafes and restaurants in the area for social cohesion, helping the residents become the owners and managers would be another step towards strengthening social connections between the residents. This might also prove to be helpful in encouraging the residents to do their shopping within the area which, based on the interviews and other data, has not been the case often.

4.2.4 Support for Business Growth

A market analysis of the area both before planning the expansion of the shopping area and increasing business opportunities and also to be conducted by specific businesses will lead to favourable results. For the area based planning, this will help get to the bottom of what the residents need in the area. An important business needed in similar neighbourhoods would be to build a grocery store or supermarket to avail essential goods for daily usage such as fruits and vegetables or dry goods. Besides, based on observations in the area, the number of cafés and restaurants in the area where people could socialize and hangout with each other could also be increased. This is particularly relevant in this context since the residents go to the neighbourhood markets to do their main shopping. For individual businesses, such assessments help get

50 ⁷² S. Lawrence and B. McCarthy, 'What Worlds in Community Policing? A Best Practices Context for Measure Y Efforts', The Chief Justice Earl Warren Institute on Law and Social Policy (2013) 1-17.

⁷³Ibidem.

to know the customers, the type of products the residents need, the variety of products, alternative channels of shopping (e.g. home delivery, especially since many social housing for the elderly), ways of making purchases (smaller doses of shopping materials, etc.) and other crucial information necessary for business sustainability, sales and profits. After conducting a market assessment, focusing on promoting microbusinesses could assist in involving the residents. It is more manageable by individuals/single families, can also be possible for the poorer residents to own the businesses, and can create employment opportunities for many with a particular focus on the younger generation who the residents said have nothing to do.

Conclusion

To conclude this Chapter 4 strategic intervention, we will summarize our interventions one more time briefly.

First of all, as traffic management intervention, some two-way streets are changed into one-way streets. This change will bring more structure and better traffic flows in the area. Van Schuijnburchstraat is going to be closed off for vehicles, except for suppliers and the local bus. This will contribute with the redevelopment of Van Foreestplein and the main shopping street.

Also, some benches combined with bicycle parking will be placed on the square. This will stimulate residents to travel by bike and to meet and interact with each other. This will be complemented with additional places to sit and comfortable lighting, so that the square is a comfortable place to be and passively or actively engage in public life whether it is day or night.

Our strategic intervention addresses the lack of social cohesion in the neighbourhood. We decided to focus on children and young adults as well as on safety in the area. Our suggestion is therefore that the municipality, police and inhabitants intensify their cooperation. For example, we suggest setting up kid's and youth councils and cooperating with the police on issues of criminal activities and feelings of insecurity in the area.

5.0 Reflections

With the majority in our group having neither the background nor the experience in urban planning or architectural studies, the Design Game was a challenging task at the beginning. Fortunately, the guidelines provided us with clear instructions on how to approach the issue and the things to focus on. The most significant lesson we learned during this Design Game was the process of observation and its importance.

Even though technological advancements have provided us with various tools and platforms to do our research, a conventional observation method still has its advantage. It is more engaging than studying an object through secondary sources (newspaper coverage, website, or books), but it also maintains a degree of objectivity since we are not always directly engaged with the subject (like in an interview). By observing the neighbourhood and the residents' activities, we obtained many insights that might not have been available through other means. And reflecting from Jan Gehl's methods for studying public life, the tools and variables used are simple and anyone could be directly engaged with it.

The interaction with the residents of Kuyperswijk was a very interesting process. Not only did they provide additional information regarding the issue, but they also brought up various perspectives and insights regarding the neighbourhood, which was different from our initial assumption that was based on secondary sources. It came to the point that our research question was modified to adjust to the residents' experiences and suggestions.

Another important aspect that we take away as a valuable lesson is the human dimension of data and information. Usually, we treat people (in this case the residents) mainly as a number in statistical data, graph, or percentage. However, through observations and interviews, we learned that each individual possesses a unique story and perspective and behaves differently with a variety of habits that distinguish them from others. These details and characteristics are important variables in designing a holistic and efficient policy.

We also encountered some limitations when conducting our fieldwork. A factor that possibly limited the first round of observations was the weather. Since it was rainy, the images captured are slightly blurred; however, most importantly, people are absent from the streets. Therefore, this hampered our ability to observe and interact with residents. For example, if there were more people (children and parents) in the playground, it might have facilitated a lot of valuable information about both the 'urban forms' such as the different structures in the playground but also how would the parents and children interact (if any interaction existed at all). The multiple construction works formed another limitation for our research. It limited our observations of specific areas and also hindered the presence of residents and social activity in that area. For example, the very centre of the square, a vital analysis area, was under construction (as can be seen in image 8 in the Observations section) and thus the usage of the area could not really be observed. Last but not the least, the outbreak of coronavirus formed our biggest obstacle. Due to the government's measures to

tackle the coronavirus and prevent it from spreading further, we were unable to return to the Kuyperwijk to collect more data. Our initial plan was to also conduct more observations of Kuyperwijk Noord, paying particular attention to for example how different theories such as broken windows theory would apply, the social mix, people's behaviour, first hand experience of all transportation systems, and businesses of the area. However, all these potential limitations were resolved through data triangulation and making the utmost use of data collected through different methods and resources.

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7.0 Appendix

7.0 Appendix

7.1 Interviews and Respondents Table

Table 1: Table of Respondents

Respondent	Date	Time (approx.)	Place interviewed	Gender	Age (approx.)	Profession
1	Saturday 07-03-20	10.30	Social Restaurant Doel	Female	50-60	Working
2	Saturday 07-03-20	10.43	Social Restaurant Doel	Female	60s	Unknown
3	Saturday 07-03-20	10.55	Social Restaurant Doel	Male	50-60	Thrift shop employee
4	Saturday 07-03-20	11.05	Bakery Stoffer	Female	15	Bakery employee
5	Wednesday 11-03-20	16.30	Information Market at Florence	Female	40-50	Alderman of public space
6	Wednesday 11-03-20	16.30	Van Foreestplein	Female	23	Unemployed
7	Wednesday 11-03-20	16.30	Van Foreestplein	Female	21	Unknown
8	Wednesday 11-03-20	16.50	Information Market at Florence	Male	60s	Unknown
9	Wednesday 11-03-20	16.50	Information Market at Florence	Female	60s	Unknown
10	Wednesday 11-03-20	17.10	Information Market at Florence	Male	30s	Municipality employee (Energy transition)
11	Wednesday 11-03-20	17.15	Information Market at Florence	Female	30s	Working
12	Wednesday 11-03-20	17.15	Information Market at Florence	Male	30s	Working
13	Wednesday 11-03-20	17.25	Information Market at Florence	Female	50s	Unknown
14	Wednesday 11-03-20	17.45	Information Market at Florence	Male	30s	Working
15	Wednesday 11-03-20	17.45	Information Market at Florence	Male	30s	Municipality employee
16	Wednesday 11-03-20	18.10	Information Market at Florence	Male	30-40	Community police officer

*Sometimes we forgot to ask their profession.

Appendix Interviews in the Kuyperwijk

Summaries of first visit on 7 March 2020 from 10.00 to 11.15.

1. Respondent 1

The first woman (Dutch) we talked to was around 50-60 years old and has lived in the area since 1996. She moved to the Kuyperwijk with her family and fell for the spaciousness and greenery of the area. She lives in a semi-detached house in the so-called golden triangle of the Kuyperwijk.

She was very optimistic about her neighbourhood and enjoys living in the neighbourhood. She feels she is in good contact with her neighbours. When we asked if she had noticed any change in the neighbourhood compared to when she first moved here, she mentioned that the social composition of the neighbourhood was changing. More families with a migrant background moved there and the number of children playing in the neighbourhood seemed to increase. According to her, the neighbourhood offers enough places and facilities to meet one another and socialise. Furthermore, the location of the neighbourhood makes it possible to shop in the city centre of Delft, which is a 25-minute walk away, as well as in Rijswijk.

She usually walks, takes the bike or goes by car when she commutes. She rarely takes the bus. The only negative thing she shared with us regarded the accessibility to and from the neighbourhood. She explained that the neighbourhood only had one point of entry and exit which often causes traffic jams. She fears that in a case of emergency the entire neighbourhood is trapped. Moreover, the main road is considered to be dangerous and a cause of traffic jams. Even though the bike lanes were redone a couple of months ago, it does not necessarily feel safer. Since the main road gives priority to cyclists traffic jams often occur. She would like to see another point of entry to the Kuyperwijk.

2. Respondent 2

The second woman we interviewed has lived in the Kuyperwijk for 19 years. She was from a migrant background. Although she does not have frequent contact with her neighbours she likes living here. Both the woman and her neighbours work a lot, so she does not see them very often. She has trouble speaking the Dutch language and sometimes feels alone in the neighbourhood. She doesn't know many people in Delft either, she used to have a friend in Delft but she moved away. According to her, only the elderly are kind. She usually walks to Rijswijk when she goes shopping, but does her groceries at the local Plusmarkt or the Albert Heijn a little further up the road in Delft. She walks a lot and usually only takes the tram from Prinsenhof (Tram 1) to go to Scheveningen (The Hague). She does not like all the cars that are parked at the central square near the local shops.

3. Respondent 3

The third person we interviewed was a Syrian man, who has lived in the Kuyperwijk for three years. Before he moved to the Kuyperwijk he lived in an asylum seekers' centre in Rotterdam. He likes living here since many people are friendly and greet him on the street. The neighbourhood is nice and calm and has some shops and a supermarket. Although he does not have much contact with his neighbours they are on good terms. He also has trouble learning the language and feels that this forms an obstacle in everyday life. He usually takes the bike to commute to work (Stichting Stunt) and do groceries (at Plus or Albert Heijn). His wife does voluntary work at the same thrift shop as him and she usually takes the bus to work. He usually shops in the city centre of Delft, since there is a better Turkish supermarket there. He rarely feels alone in the neighbourhood. His children and grandchildren live in the same neighbourhood and his grandchildren go to school in the same neighbourhood. When he first came here, he experienced noise disturbance by youths on the central square before his home (central square near the local shops). One day the police came and it has been quiet

ever since. He would like to have a place where he can BBQ, because he does not have a garden.

4. Respondent 4

The last person we interviewed was a 15-year-old girl who works at the bakery. She grew up in the Kuypervijk and often goes outside to play with her friends. She enjoys living here, but she dislikes how the neighbourhood looks. She thinks there is too much 'stones and pavement', instead of nice areas to hang around or play. She stated there were not enough benches in the neighbourhood. She believes that the neighbourhood can look more appealing. When we asked her what she thought of the idea to establish more shops here, she said that it would not make a difference since the shopping districts of Rijswijk and Delft are nearby.

Summary of interviews of the Information Market on 11 March 2020 from 16.00 to 19.00.

5. Respondent 5: Alderman of Public Space in the Kuypervijk

She wants to improve the image of the neighbourhood and the appearance of the central square specifically. She hopes that by addressing the appearance of the public space people will feel more connected to the neighbourhood. She also expects that by uplifting the public space, particularly the central square, mobility in the local shopping district will increase. Concerning the infrastructure in the neighbourhood, she explained that the 'de Knip' was closed-off because people were using it as a shortcut to access the A4. She does see a possibility to construct another connection to the neighbourhood near the Reinier de Graaf Gasthuis.

6. Respondents 6 & 7: Mothers of children

On the Van Foreestplein, we spoke to two mothers watching their children play. One of the mothers was 23 years old and had lived in the Kuypervijk for 2 years now. Before she moved to the Kuypervijk, she was homeless. The other woman, a mother of a 5-year-old and a 21-year-old, had lived in the Kuypervijk for about a decade.

They both stated they liked living in the area, because of the social interaction between the parents. Both women also had a lot of criticism regarding the layout and facilities in the neighbourhood. The mother of the 21-year old was highly critical of facilities for youngsters. She stated that since there is nothing for them to do and nowhere for them to go, they hang around at night by the nighttime supermarket and on the Van Foreestplein. She would like them to have somewhere to go, where they are not chased by the police. On top of that, she was extremely angry at people from the neighbourhood who would call the police about the loitering. She said that neighbours claimed that the youngsters were dealing drugs on the square when this is not the case. She stated that she would be very willing to help out and facilitate something for the young people in the neighbourhood if space would be available.

The younger mother mainly focused on the fact that the playground was outdated, dirty and not child-friendly. She thinks that there should be a 'children's council' that should look into these topics and address them.

7. Respondents 8 & 9: An older couple

They live here for six years. They enjoy living in the Kuypervijk, but they do not like that people do not adhere to the rules. For example, scooters are not allowed to drive on the main road (from Beatrixweg – Kristalweg it is prohibited). Even though there are more than enough traffic signs that state that it is prohibited people still do it. According to the man, both the police and municipality do not care about this. He fears that if this situation remains unchanged someone will get hurt.

They are satisfied with the number of shops in the area, but the man would like to see something like a Primera or Bruna in the area. They do their groceries at Plus or Albert Heijn.

For shopping, they go to Leidschenhage in Leidschendam because there is free parking. Although they do not experience noise disturbance, they do hear complaints of neighbours and other residents. The woman acknowledged that there is nothing to do for young people and that it is logical for them to hang on the streets. Compared to six years back they are proud of the change the neighbourhood has experienced. They said that the municipality does their best to keep the neighbourhood clean, but that people just do not care about the environment. It does not matter whether there is a bin nearby, people just throw their garbage on the ground. They also said that they have experienced less wantonness.

8. Respondent 10: Municipality employee (energy transition)

He told us that the municipality was exploring ways to transition to sustainable energy. New social housing that is being constructed in the Kuiperwijk is built with a focus on sustainability. He wanted to attend the final presentations rounds in April.

9. Respondents 11 & 12: Young family

Six years ago, they moved to the Kuiperwijk and have not witnessed any improvement concerning the liveability in the neighbourhood. They complained about the quality of their house and the negligence of their neighbours. Some people within the flat are unemployed and struggle to get by. Moreover, it is not uncommon to encounter the police inside the building as a result of an escalated argument with a neighbour. Although there are some annoyances between neighbours the couple do have positive contact with their neighbours. Another point they raised was that Woonbron (their housing association) had promised to renovate the building, but they do not inform the residents of the building leaving them in uncertainty. The couple is thinking of moving, but they are not necessarily looking to leave the Kuiperwijk. Regarding the neighbourhoods' accessibility, they said that the main road is still dangerous. Another point of annoyance is the littering and bulky waste in the neighbourhood. One has to phone the company to come and pick up the bulky waste, but people do not do this and the company does not always come and pick it up. The woman comes from Schiedam and was constantly comparing the Kuiperwijk with Schiedam and pointing out the differences. Her main point was that Schiedam is considerably cleaner than the Kuiperwijk and that the people take their responsibility.

10. Respondent 13: Older woman

She lives in the Kuiperwijk. When she first moved to the Kuiperwijk she had ordered a new ironing board from the Mediamarkt, but on delivery, it was stolen by one of her neighbours. Furthermore, some of her neighbours receive a lot of short visits. It is common for residents in the flat to argue. Sometimes packages for her neighbours are delivered at her address and later picked up by them. Despite her neighbours' sketchy behaviour, she feels safe here. She also mentioned that the school area is very busy in the mornings and late afternoons. The community police officer is there often to monitor.

11. Respondents 14 & 15: Man and municipality employee

The main points this man addressed concerned littering, bulky waste, neighbourhood accessibility and increasing shortage of parking spots. It annoys him that people leave their bulky waste outside without notifying the company that is supposed to pick it up. As a result, children play with it and scatter it all over the area. The municipality employee proposed to use one of the empty community centres as a central location to store bulky waste. The man seemed receptive to this idea.

He does not experience any noise disturbance. Although there are some arguments between neighbours, he also said that there is a certain level of mutual understanding within his apartment block. He has sufficient positive contact with his neighbours. He dislikes that the building is poorly maintained. It is filthy, old, and in bad shape. His housing association, Woonbron, does organise resident meetings, but the people are

uninvolved. He is usually the only one that shows up.

Due to all renovations and maintenance in the neighbourhood as well as an increasing number of cars, available parking spots are becoming scarce. The man from the municipality said that the Plus is constructing more parking spots, but the resident believes that these spots will be reserved for customers.

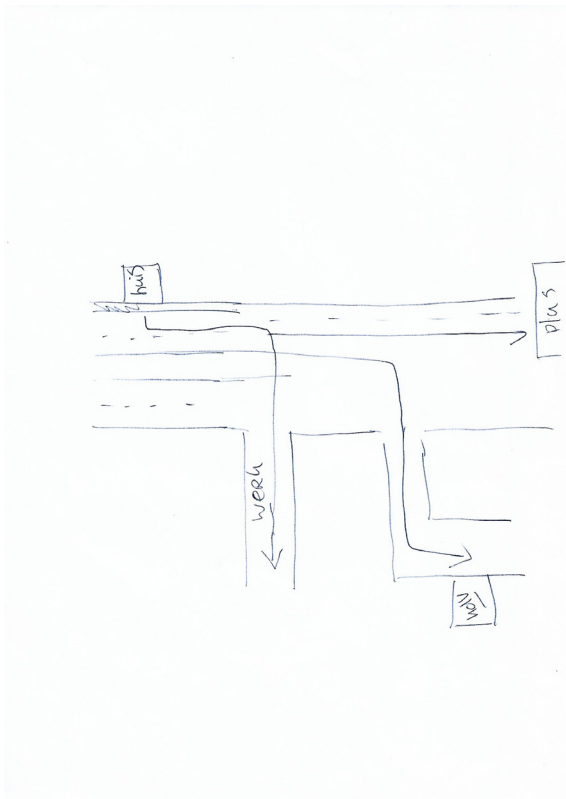
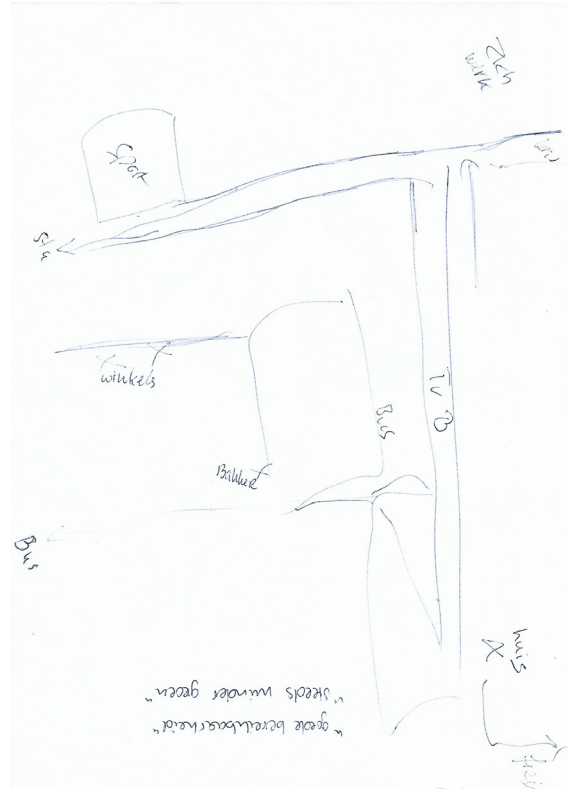
According to him, the accessibility to and from the neighbourhood is very bad. He would like to see another exit from the neighbourhood. He proposed the idea to open up the Knip in between rush hours or give residents from the Kuiperwijk exemption. Although the municipality employee did see some options, he also warned that the neighbourhood cannot support more traffic. In contrast to what the alderman thinks, he does not believe that people will use the Knip as a shortcut to the A4.

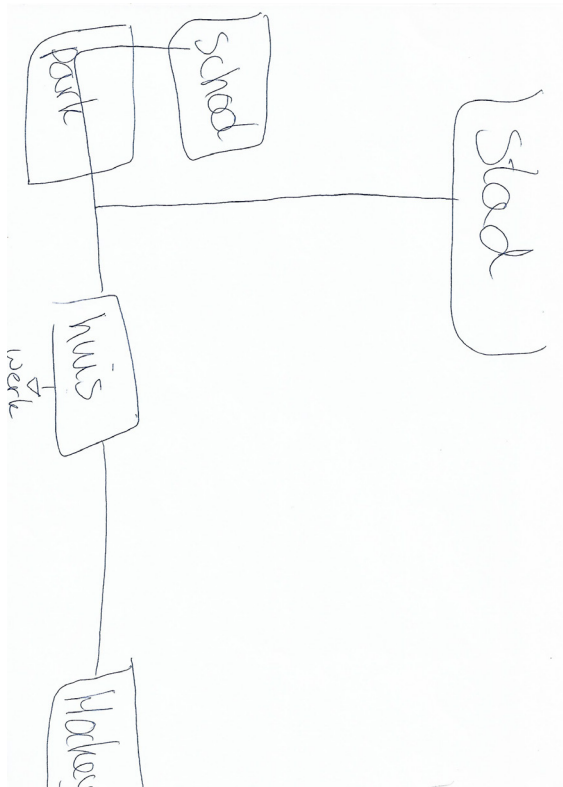
12. Respondent 16: Community police officer

He became the community police officer in June 2019. As a result of a shortage in the staff, he is responsible for 15.000 residents instead of 5.000 which is the norm. The main issue is poor social cohesion and that people do not report problems. It is known that the central square is a popular hangout spot that generates a lot of noise disturbance. Yet, people do not report it to the police because of fear and the feeling that the police will not do anything about it. If people do not report these issues the police cannot act upon it. They are very busy and have to prioritise the reports that they receive. Logically, areas with more reports receive priority over areas with fewer reports.

The community police officer sometimes looks up the persons that had encounters with the police to assess their situation. Poverty is a major issue in the Kuiperwijk and if he notices that someone stole from the supermarket out of necessity than he tries to help them with the social services.

6.2 Maps/Interviewees 'Draw a map of Kuypervijk'





6.3 Traffic Analysis Maps































































































































6.4 Mapping System

Source: Veldacademie, Rotterdam

Group 3

INVENTARISATIE LEEFVELDEN juni 2019

Wonen	Dagelijkse voorzieningen	Hulpdiensten	Onderwijs	Zorg	Openbare buitenruimte	Welzijn en Cultuur	Bedrijvigheid
 particulier / aanleunwoningen  55+ woningen  woonzorgcomplex  gebied met relatief veel 55+ in niet geschikte woningen  geschikte woningen met minimaal 1 * kenmerken woonzorgcomplexen  gemeenschappelijke ruimte  huismeester / wijkbeheerder  overdekte / inpandige scootparkeerplaats  aansluiting persoonsalarm  inpandige medische voorzieningen  activiteitenprogramma  restaurant  *** sterren classificatie toegankelijkheid van woningen (www.kccu.nl) Ankerpunten  Ankerpuntlocatie  Openbare ruimte ankerpunt	 winkelcluster  supermarket  buurtsuper en avondwinkel  levensbehoefte specifiek  sportschool  garage  makelaardij  behuizen  uiterlijke verzorging  coffeshop  snackbar  restaurant  cafe  detailhandel  briefbus  pinautomaat  pompstation  hotel  wassalon  warenhuis  tweedehands  reparatie  reisbureau  persoonlijke verzorging  kiosk  bloemist  dierenwinkel  evenementen  leegstand  wekelijkse markt	 gebouw  politiebureau  brandweerkazerne	 basisonderwijs / opvang  voortgezet- / beroepsonderwijs  bibliotheek / hoger onderwijs  bibliotheek  algemene opvang  openbare basisschool  bijzonder basisonderwijs  religieuze basisschool  voortgezet onderwijs  beroepsonderwijs  hoger onderwijs  speciaal en overige onderwijs	1ste lijn voorzieningen:  zorgcomplex  gezondheidscentrum  Vraagwijzer Gemeente  apotheek  tandarts  huisarts  fysiotherapie  maatschappelijke hulpverlening  verzorgingshuis  medische hulpmiddelen  sociale werkplaats  verloskundige  overige zorg 2de lijn voorzieningen  ziekenhuis  ziekenhuis	 park / plantsoen  hondenuitlaatzones  plein  hondenuitlaatplaats  kleine speelplaats  gemengde speelplaats  skatepark  sportveld  Cruyff court  glas- en oudpapierbak semi-openbare ruimte  toegankelijke hoven  parkeerclusters openbaar vervoer  tramlijn  buslijn  spoorlijn  metrolijn  rolstoel toegankelijk	verenigingsleven  gebouw  omheind gebied  open gebied  buiten sportvereniging  indoor sportvereniging  atletiekbaan  zwembad  roeivereniging cultuur  theater en evenementen  bioscoop  museum  galerie en expositieruimte  culturele vorming maatschappelijk  Huis van de Wijk  Thuis Op Straat  andere organisaties religieus  religie beheer  educatieve tuin  volkstuin  speeltuin vereniging  kinderboerderij activiteiten  jaarlijks terugkerend festival	 bedrijfsverzamelgebouw  arbeidsbemiddeling  financiële dienstverlening  juridische dienstverlening  wisselkantoor  koerierdienst  online dienstverlening  creatieve industrie  industrie  onderzoek

Bronnen:
 - Bedrijfsregister 2018
 - Locatus 2018
 - DUO: overzicht onderwijsinstellingen
 - Veldonderzoek WA
 - Google Maps
 - RET.nl
 - rotterdam.nl

6.5 Newspaper Framework Analysis

Newspaper Article	Publishing Date	Frame and Representation
Caféwinkel: koffie en lekkers in de kado-shop	12 March 2015	3 Positive: positive review about a local shop.
Groot onderzoek in Van Schuijlenburchstraat	21 December 2015	1 Negative: investigation into an explosion in the Kuyperwijk.
Buurt vreest meer geweld na aanslag op bewoner	23 December 2015	1 Negative: feeling of fear and apprehension after attempt of murder on resident.
Snackbar in buurt leidt tot obesitas	17 November 2016	3 Positive: Kuyperwijk obesitas rates are lower than other neighbourhoods.
Oudste torenflat van Delft krijgt kleuren terug	26 January 2017	2 Positive: renovating a monument.
Massale sloop van sociale huurwoningen in Delft	24 June 2017	2 Mixed: improvement of neighbourhood, but relocation of residents and higher rent.
Maisonnettes maken plaats voor nieuwbouw	23 October 2017	2 Mixed: improvement of neighbourhood, but relocation of residents with compensation.
Onderzoek explosie duurt voort	3 November 2017	1 Negative: explosion in the Kuyperwijk.
Auto volledig uitgebrand aan Teding van Berkhoutlaan	10 November 2017	1 Negative: burning car.
Oorzaak explosie in huis blijft onduidelijk	30 November 2017	1 Negative: progress investigation explosion in the Kuyperwijk. It also mentions another investigation regarding a murder in the same neighbourhood.

Grote stadsbus straks niet meer in binnenstad	20 December 2017	2 Neutral.
Belangrijke kruising gaat flink op de schop	22 January 2018	2 Mixed: road work to improve traffic situation. After completion the residents still find it the traffic situation dangerous.
De nieuwe ambities van een vertrouwde coalitie	5 June 2018	2 Positive: discusses chances for the Kuiperwijk.
Bewoners Kuiperwijk ontevreden over buurt	19 July 2018	3 Negative: unhappy residents. Main complaints are about littering, noise disturbance, and overall low resident involvement.
Eerste Cruyff Court mogelijk in Kuiperwijk	13 September 2018	2 Positive: neighbourhood improvement.
Gasloos wonen in de Kuiperwijk	20 September 2018	2 Neutral: emphasis on sustainability and not on reputation.
Denkend aan toekomstig Delft: kwaliteit van openbare ruimte sterk verbeteren	8 October 2018	2 Positive: ambition to create 10.000 jobs and 15.000 houses.
Sloop sociale huurhuizen Van der Goesstraat en de Van Schuijlenburchstraat begonnen	10 March 2019	2 Neutral: strong focus on development. Ignores social impact.
College maakt werk van aardgasvrij Delft	15 March 2019	2 Neutral: announces efforts for sustainability. Ignores reputation.
Geen schot in voortgang project Rode Loper	22 March 2019	2 Negative: freezing of development project.

Wethouder Brandligt: Delft zonder gas is kwestie van de lange adem	30 March 2019	2 Negative: slow progress in Delft's energy transition.
Drie personen aangehouden na schietpartij in Delft: Hele wijk weet dat er drugs in het spel waren	22 April 2019	1 Negative: drugs related shooting in the Kuiperwijk.
Kuiperwijk siddert na van schietpartij: Dit had slecht af kunnen lopen	24 April 2019	1 Negative: shooting in the Kuiperwijk and fear among residents.
Drie verdachten van wilde schietpartij in Delft weer op vrije voeten	26 April 2019	1 Negative: progress shooting investigation.
Delft wil 1,4 miljard steken in gebiedsontwikkeling	22 May 2019	2 Mixed: strengthening of weak neighbourhoods.
Was de brand aan de Camerlingstraat een incident of is er sprake van vetes tussen drugsdealers?	4 June 2019	1 Negative: arson and drugs related violence.
Delft is een yuppenstad, sociale huurder ligt op de pijnbank	27 October 2019	3 Negative: high rents make it impossible for lower class to continue to live in the neighbourhood.
Total: 27 articles		

Legend: frame 1 = criminality frame; frame 2 = development frame; 3 frame 3 = social frame.