The Four Pillars of Social Cohesion

A Case Study of Kuyperwijk Noord, Delft

AR0095: Social Inequality in the City, Diversity & Design
Reinhout Kleinhans & Caroline Newton
April 02, 2020

Group 5
Anna Caceres, Melisa Galvez Toro, Zina Hottentot,
Jeff Hill, Nora Kooyker, Eden Weldeyesus

TU Delft

CONTENTS

I. INTRODUCTION

This project looks at the neighbourhood of Kuyperwijk Noord and our overarching goal has been to design interventions which will improve the quality of life for residents. We began by trying to identify strengths and weaknesses in the area, as seen through the eyes of residents, as seen in the quantitative data, and from our own observations. In our initial findings we identified the following weaknesses: firstly, a reported lack of feelings of ownership over the neighbourhood felt by residents; secondly, a reportedly low-level of social interaction between the residents, leading to feelings that they were living among strangers; thirdly an observed lack of community organisation; and fourthly, the often ineffective use of the physical environment, such as a failure to capitalise on the potential of the fairly abundant green space

We argue that the cumulative effect of these weaknesses has been a breakdown of social cohesion, which forms the overarching conceptual framework of our project. We view these four weakness areas as the four 'pillars' of social cohesion which must be strengthened in order to improve life in Kuyperwijk Noord. Our intervention programme has been designed firstly by brainstorming interventions addressing each of the four pillars in turn, then selecting those interventions which bring most overlap between the pillars, therefore allowing us to address social cohesion in the most comprehensive way possible.

The report begins by giving some background information on the target neighbourhood, before outlining our conceptual approach and methodology. Our analysis section is structured around the four pillars, and it is here that we detail our research findings in most depth. The design section then details our intervention strategy and we conclude with reflections on our experience working on this project.

BACKGROUND

The Kuyperwijk neighbourhood comprises a Northern and Southern part and is situated on the North Western side of Delft. Historically the Kuyperwijk formed a suburban development, constructed primarily during the postwar construction boom during the 1950s, 60s and 70s. However given the gradual spread of Delft itself, it is now no longer considered a suburban development and is in fact known for its high density of social housing, lower income families and migrant residents. Additionally, the area has received little physical intervention in terms of upgrading or further development since its initial construction, a contrast which has only grown more stark given the development of surrounding areas.

In terms of geography the Kuyperwijk is split down the middle by a central road Van Forestweeg, which also forms the primary shopping street of both Kuyperwijk Noord and Zuid. A number of small independently owned businesses line Van Forestweeg, however by far the most important source of foot traffic is the supermarket PLUS. Asides from this central shopping street which cuts the Kuyperwijk North to South there is little by way of economic activity throughout the rest of the neighbourhood. The following proposal looks explicitly at Kuyperwijk Noord which covers an area of approximately four by six blocks to the North of Van Forestweeg.

A total of 65% of all housing in Kuyperwijk Noord is considered social housing, compared with an average of 37% for the Voordijkshoorn district as a whole.[1] Similarly, average gross annual income in Kuyperwijk Noord is just €21,600 compared with the average of €28,700 for the Voordijkshoorn district as a whole.[2] The majority of residents are younger, with 1055 inhabitants aged between 0 and 45, compared to just 560 inhabitants aged 45 plus: under 45s thus outnumber over 45's at a ratio of roughly 2:1.[3] There is some indication that health outcomes for the neighbourhood are poor, 49% of the inhabitants are reported to be 'overweight' and 26% are reported to be 'smokers', however the thresholds for both categories (how often do they smoke, how overweight is overweight etc.) are unclear.

1 Gijs Hoofs (2020, Feb. 27) A local government perspective on the Kuyperwijk. Lecture 3 AR0095 Social Inequality in the city, diversity and design, Delft University, Faculty of Architecture Julianalaan 134, 2628 BL Delft.
2 Author Unknown, 'Information about Kuyperwijk Noord', Alles Cijfers [online] Available from: https://allecijfers.nl/buurt/kuyperwijk-noord-delft/ [Accessed on: March 17th, 2020].
3 Ibid.

II. APPROACH

Conceptual Framework

During the data collection phase of this research, we encountered a range of issues that deserved to be addressed - especially those based on the opinions and perceptions of the residents. For instance, interaction and connections among the residents, spaces for those interactions to take place, participation in community activities were all elements that needed improvement, acknowledging the fact that there are positively-viewed aspects to build up on. Improvement in these areas would positively impact the quality of life in the neighborhood and influence how residents - as well as non-residents - perceived the area.

We found that the areas we had identified for improvement corresponded with four dimensions of neighbourhood social cohesion found in the literature: use of physical facilities, personal identification, social interaction, value consensus.[1] Whilst there has been some overlap in the literature between 'social cohesion' and 'social mixing', in the end we found social cohesion to be a more fitting concept for this project, as it is somewhat broader and thus allowed us to include all of the issues we were confronted with. Further, much of the social mixing literature focuses on fostering interaction between peoples of different socioeconomic statuses, whereas what we were seeing in the neighbourhood also included a breakdown of social interaction between peoples of the same socioeconomic bracket.[2] This is what led us to adopt social cohesion as our overarching conceptual approach.

The OECD has defined social cohesion as: "A cohesive society works towards the well-being of all its members, fights exclusion and marginalization, creates a sense of belonging, promotes trust, and offers its members the opportunity of upward mobility".[3] This is the starting point we use also, however the discussions in the academic literature are much less conclusive.

The term 'social cohesion' has encompassed several disciplinary perspectives (Psychology, Social Psychology, Sociology, Mental Health, and Public Health) and there is no universally agreed upon definition.[4] What the different definitions have in common is: the wellbeing of the group members, equal opportunities, trust and shared values.[5] There is, therefore, a strong consensus that social cohesion is a 'good thing'. It strengthens communities' resilience, that is their ability to cope with physical, social and economic challenges.[6] Overall, social cohesion is usually positioned as either: the desired end goal of urban interventions; or the missing ingredient which facilitates negative neighbourhood effects.

A key source of ambiguity has been the question of scale. As a rather flexible concept, the term 'social cohesion' has been applied at varying scales or levels: an individual level, a community level and an institutions level.[7] Both theoretical and empirical literature on social cohesion began with the community scale. By studying groups of individuals, this scale of analysis has looked into: collective behaviour, group contagion, interdependence between individuals, community and its impacts on the individual's agency. Experimental studies have researched group dynamics such as: in-group processes of influence, competition vs collaboration towards group goals, inter-group processes of hostility and cooperation.[8]

Meanwhile, research on the individual-level application of social cohesion has focused on the behaviours and perspectives of individuals in the following areas: sense of belonging, inclusion, individual participation.[9] In our opinion, these aspects cannot be disregarded as we value the individual's point of view on what it makes belonging to a group desirable.

1 Richard A. Smith, 'Measuring Neighborhood Cohesion: A Review and Some Suggestions', Human Ecology, Vol. 3, No. 3 (July, 1975), p. 146
2 This is typical of much of the literature segregation particularly that which uses the 'Schelling model'. For discussion see: Ian G Shuttelworth et al., 'Perspectives on social segregations and migration: spatial scale, mixing and place' in Chistopher D Lloyd et al. (eds.) Socio-spatial segregations: Concepts processes and outcomes (Bristol: Bristol University Press, 2014), pp.197-220.
3 OECD, Perspectives on Global Development 2012, Perspectives on Global Development, (OECD Publishing, 2011).
4 Xavier Fonseca, Stephan Lukosch & Frances Brazier, 'Social cohesion revisited: a new definition and how to characterize it', Innovation: The European Journal of Social Science Research, (April, 2019), Vol.32 (2), p. 3
5 Ibid., p. 11
6 Ibid., p. 1
7 Ibid., p. 12
8 Ibid., p. 12
9 Ibid., p. 12-13

Furthermore, research from an institutional-level has focused on the need for equal opportunities and rights in a more balanced society. At this scale, what is studied is the role of formal institutions and the way societies are structured, looking into phenomena such as: social disorganization, social conflict, inequality, exclusion, civil society and responsive democracy.[10]

Considering the above, we decided that our overall and long-term goal for the neighbourhood would be framed as the strengthening social cohesion. Subsequently, we fine-tuned those dimensions into areas of intervention that better fit our case study and identified four pillars around which our proposal revolves: ownership and pride, social interaction, community organization and physical properties, as visualised in figure 1 below.

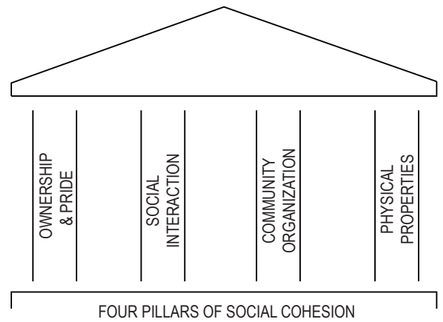


Figure 1
Four Pillars of Social Cohesion

Methodology

This project relies on a mixed method quantitative and qualitative approach. Only the qualitative research has been primary research. This has been in the form of site visits and observations as well as personal interviews.

In person site visits were deemed important as they have allowed us to observe features of the neighbourhood which are not visible in graphic representations such as: the amount of foot traffic, the impact of weather on neighbourhood life, the general 'feel' of the area - a concept referred to in the literature as 'placemaking'.[1] We began with a guided walk through of the area, led by a member of the Delft Municipality. During the walk through, a number of potential target development sites were highlighted, for instance the Northern side of the central square. We also got a rough overview of some of the stakeholders of the community, however emphasis was primarily on local businesses lining Van Forestweeg. During a subsequent independent observational site visit we were able to move at a slower pace and explore the neighbourhood more thoroughly. The focus during this visit was on identifying and photographing sites of interest, which we defined both as potential problem areas, or areas for potential built interventions, in recognition that it will not always be possible to place a built intervention at the problem site. We spent approximately two hours walking through the neighbourhood, this also allowed for observation of neighbourhood life over the course of the day.

Given the linguistic makeup of our research group it was deemed important that Dutch speaking group members focus on conducting interviews whilst anglophone members work on interview preparations. We had two sources of interviews: spontaneous interviews gathered in the street during our second site visit; and non-spontaneous but similarly semi-structured interviews, conducted at the information market. The interviews conducted at the information market were non-spontaneous as attendees knew in advance that they would be interviewed. All interviews thus far have been semi-structured - meaning that whilst they have used a set of targeted questions, they have been short and not recorded or transcribed.

1 Peter J Larkham, 'The Importance of Observation: Urban Morphology in the Field', in V. Oliviera (ed.) Teaching Urban Morphology (Springer, 2018), P.271.

II. APPROACH

Methodology

We developed our targeted questions using information on the key stakeholders in the neighbourhood, identified both during the initial guided walk through and through subsequent independent research. The targeted questions are categorised by actor with question categories as follows: for everyone, local businesses, local residents, neighbourhood brokers, municipality, police, housing associations and student associations. Categorising the questions in this way was informed by the notion that each actor type will be able to offer different kinds of insights corresponding with their role in the community. Thus questions for residents were geared more towards gauging their personal impressions of the neighbourhood, their day to day social lives in the area etc., meanwhile questions for local businesses were more focused on identifying the specific obstacles they felt their businesses faced in this neighbourhood.

The information market organised by the Municipality of Delft on March 11th, 2020 was an important source for both gathering interviews and for getting a better sense of key stakeholders. All residents, local businesses and community organisations had been invited to participate. Unfortunately the event was rather poorly attended by residents however a number of stakeholders were present.

During the market we spoke with representative from:
-Viomes
-Kijk op de Voordijk
-Delft voor Elkaar
-Delft Municipality
-Neighbourhood brokers
-Business owners
-Police officers

We had planned to conduct more structured follow up interviews, however with the outbreak of coronavirus this was no longer possible. In an attempt to gather some more primary research data we sent emails to a number of actors active in the neighbourhood including: Doel, the neighbourhood brokers, the municipality, Delft voor Elkaar, and the Kijk op de Voordijk. Our aim in contacting these organisations was to get a better sense of who uses their services and whether they partnered with any other organisations. Our hypothesis was that if only certain types of individuals were making use of certain services this would also be further indication of social segregation within the neighbourhood. Further, that lack of partnerships between organisations working in compatible areas could indicate a lack of community organization. Unfortunately, the response rate to these emails was poor. We only heard from the Berenclub, who are an organization focused on the children in the neighbourhood. Their promotional approach is highly dependent on raising awareness of the organization amongst parents, who of course must bring the children along. What worried a volunteer is that "there is absolutely nothing to do for the children and the youth. There was a well running community center with a lot of activities but now it is rented out for parties." The full list of questions emailed can be found in our appendix.

The quantitative data used for this project has consisted of neighbourhood demographic statistics and municipal budgets. This data has been secondary data, primarily taken from the municipality of Delft or NGOs operating in the area. Questions of the scope of the project, which is rather limited in its development time frame, are of course relevant in this decision to use secondary data. However, given that the central motivation for the project is to engage residents themselves in designing solutions, prioritising the gathering of primary qualitative data over quantitative data is appropriate. The quantitative data has been used primarily to balance out, contextualize and deepen understanding of the views expressed by residents themselves. Resident's views have formed both the jumping off point and the consistent frame of reference in the development of our approach.

III. ANALYSIS

Pillar 1
Sense of Ownership & Pride

It is important for residents to feel a sense of ownership over their neighbourhood, as this helps to foster the creation of community norms which have been identified as a mechanism for the transference of positive neighbourhood effects.[1] According to Verga, Bado and Forzinetti the sense of belonging to a neighbourhood supposes common elements like history, values and/or specific characteristics shared by the residents that make up the identity of the neighbourhood.[2] Therefore, social interaction between residents is clearly integral to the construction of a neighbourhood identity which bonds residents to the neighbourhood. In other words, neighbourhoods are also created by social ties to the soil, related to common history, values and practices that make one neighbourhood different to others. If residents and neighbours do not interact, it prevents the formation of a common identity and also it weakens, or prevents, the development of a feeling of belonging.

From the preliminary interviews we could see that the residents of Kuyperwijk Noord felt that their neighbourhood had changed owing to fluctuation and diversification of its inhabitants. This had brought a sense to detachment from the neighbourhood for those interviewed. One of the main complaints raised by residents was the arrival of low-income residents dependent on welfare benefits. Interviewees also disliked the existence of short term lets, which they felt made interacting, and trying to build ties, with other residents "pointless". We understand these concerns as a tension between the old and new residents of the neighbourhood, which has prevented the establishment of a community identity. Whilst strong social cohesion exists amongst the older residents, newcomers are excluded from these networks and viewed as strangers, and a threat to the neighbourhood.[3]

As a result of this, the suggestions generated by the team to address the problem of sense of ownership and pride in the neighbourhood actually target socialising between residents. For instance, the organization of community activities and events, the creation of physical spaces for community interactions such as adult and child friendly parks, public barbecuing areas, community gardens etc. are all detailed below in the Design and Strategic Intervention section.

1 G C. Galster, "The Mechanism(s) of Neighbourhood Effects: Theory, Evidence, and Policy Implications", in M. van Ham et al. (eds.), Neighbourhood Effects Research: New Perspectives, (London: Springer Science, 2012), P.31.
2 Verga, J.L; Bado, M.S. and Forzinetti, M.E., 'Identidad y sentido de pertenencia barrial respecto a los límites administrativos vigentes. Caso Villa Luro', Revista Cuadernos de la facultad de humanidades y Ciencias Sociales de la Universidad Nacional de Jujuy (2015) 48, 29-49.
3 Tasan-Kok, T., van Kempen, R., Raco, M. and Bolt, G., Towards Hyper-Diversified European Cities: A Critical Literature Review. (Utrecht: Utrecht University, 2013).

III. ANALYSIS

Pillar 2
Social Interaction

Our preliminary fieldwork in Kuyperwijk Noord shows that residents feel that social isolation is one of the key issues reducing the overall quality of life. Interviews have highlighted a loss of social connections among the residents over time, also linked to a loss of spaces and facilities where people could socialise regardless of age group, and socioeconomic background, such as the fishing pond in the canals which had formerly been more of a social hub. This indicates that social connections used to be stronger in the neighbourhood, also suggested by the findings of Pillar 1. Residents similarly viewed behaviours such as not greeting one another as an indication of increasing social isolation.

Social isolation can be defined as: "the lack of contact or of sustained interaction with individuals and institutions that represent mainstream society".[1] Much of the literature has focused on the relationship between ethnic and income segregation and social isolation – where the former was often indirectly analysed through the latter, particularly in the US context. This focus is linked to the classic theorising of William J. Wilson, who argued that the efforts of low-income households to achieve socioeconomic mobility is hampered by their lack of social ties to rich people, due to the high concentration of poverty in their neighbourhoods.[2] According to Wilson's theory then, the nature of social relationships is tied to the neighbourhood which in turn reinforces social isolation between socioeconomic brackets.[3] However, there is now increasing recognition that social isolation is multifaceted and can be identified by many markers beyond mixing of socioeconomic or ethnic categories. Newer studies have thus asked things like: whether an individual lives with another adult;[4] whether an individual's network is made of people outside of their household; whether an individual has ties with people who are employed; and whether an individual has ties with people with a high-level of education.[5]

The presence of organizations and initiatives in the Kuyperwijk such as Doel - a subsidiary of the GGZ, an association of mental health and addiction specialists in the Netherlands - suggests that a number of residents may be experiencing problems with their mental health and thus be particularly vulnerable to social isolation. Further, we can see from the demographic statistics that a portion of the residents are elderly (155 residents are 65+), another group also typically at risk.[6] This question of vulnerable groups has been raised by the housing corporations and the police as well, who notice that people in distress may not be able to take care of themselves and may cause nuisance. Therefore, it is important to build on and complement what is already being done by associations such as Kijk op de Voordijk, which is currently targeting seniors to lessen social isolation. In particular, their goal of bringing together different age groups is one worth building upon, by developing initiatives which increase these actors' capacity to reach out to their community.

We further presume that social isolation hampers the resident's ability to build social capital. Social capital theory posits that individuals gain resources from their social networks which can materially and emotionally benefit, or damage, their lives. A common example of social capital is the link made between an individual's social network and their job prospects, with certain social networks being viewed as leading to more lucrative and stable job prospects than others.[7] Therefore, we expect that tackling social isolation in the Kuyperwijk Noord area will have positive effects on the residents ability to build the social capital which, in turn, facilitates being involved with mainstream society.

Overall, these observations indicate that residents of Kuyperwijk Noord are experiencing a degree of social isolation. In light of this, our proposal will include initiatives aimed at re-building the fabric of social connections in the neighbourhood. This implies it will be necessary to build on existing networks for mobilizing residents for the actual realization of the initiatives which reinforces social connections while also limiting the involvement of municipal actors and resources as much as possible.

1 Bruce H. Rankin and James M. Quane, 'Neighborhood Poverty and the Social Isolation of Inner-City African American Families', Social Forces, (Sep., 2000) Vol. 79, No. 1.
2 Bolt, G. & van Kempen R. 'Neighbourhood Based Policies in the Netherlands: Counteracting Neighbourhood Effects?' in Manley, D. et al. (eds) Neighbourhood Effects of Neighborhood Based Problems? (Dordecht: Springer,2013), pp.195-213.
3 Leann M. Tigges, Irene Browne and Gary P. Green (1998), Social Isolation of the Urban Poor: Race, Class, and Neighborhood Effects on Social Resources, The Sociological Quarterly, Vol. 39, No. 1 (Winter, 1998).
4 This dimension may be particularly relevant for social isolation experience by the elderly.
5 Op Cit., Leann M Tigges, Irene Browne and Gary P Green (1998).
6 Op Cit., Author Unknown, 'Information about Kuyperwijk Noord', Alles Cijfers.
7 Op Cit., Bruce H. Rankin and James M. Quane (2000).

Pillar 3
Community Organization

The main form of community organization in Kuyperwijk are the 'neighbourhood connectors' group Kijk op de Voordijk. The neighbourhood connectors are the contacts for residents in Kuyperwijk. Moreover, they organize activities like the annual spring market. A network organization like Kijk op de Voordijk creates a service infrastructure in the neighbourhood. According to Sampson, in neighbourhoods with a developed infrastructure of services (i.e. neighbourhood committee, after school care, crime prevention, local newspaper), societal and political participation is much higher than in those without.[1] With the information we obtained from interviews and what we have discovered with online research, we believe that Kuyperwijk has developed the primary paths of the infrastructure of services. There is a neighbourhood safety group [Buurtpreventie] that is in contact with the neighbourhood police officer.[2] Moreover, residents mentioned that during summertime, children's activities are organized by the school and daycare in the neighbourhood.

Although these initiatives are promoting community engagement, we believe that the municipality can develop a more inclusive implementation of community organization. Looking at the general statistics we have obtained online, we assume that not all households in the neighbourhood are represented equally.[3] During the neighbourhood information market, we noticed that there was little (visible) representation of ethnic diversity. Moreover, most of the people attending were elderly or residents with children. Theoretically this can be explained with the Matthew-effect. According to the study of Engbertsen, Snel & 't Hart, privileged residents have increased in power because of governmental decentralization wherein the activation of government services becomes increasingly dependent on the active participation of citizens.[4] Active participation might not be possible for all citizens, due to lack of time, financial means, or knowledge about certain subjects. Because of this, there is a risk of spatial deprivation of social services in cities: whereas residents with a better socioeconomic status can cope with the transformation to a participation society, this does not apply to poorer and more ethnically diverse households.

Exploring new opportunities for representation
A way to prevent the Matthew-effect, is to create a representative neighbourhood council based on random selection. The idea of selecting representatives drawn from the population, also known as sortition, is proposed by Ruybrouck (2013) as a tool to prevent dominance of a small group in decision making.[5] Giving all residents an equal change to participate in the neighbourhood council promotes transparency and inclusion. Residents that are conscripted have direct influence in the neighbourhood council together with municipal members. The ability to propose implementations on the council's agenda gives residents a feeling of ownership, which thus connects also to Pillar 1.[6] Municipal members and residents have an equal position in the council. Of course, residents cannot be expected to be experts over all subjects discussed by the council. This can be solved by providing them the option to be briefed by local professionals, for instance civil servants or the community police officer.

1 Sampson, R.J., Great American City: Chicago and the Enduring Neighbourhood Effect. (Chicago: University of Chicago Press, 2012).
2 Veiligwnon Delft (n.d.) Veiligwonen in Delft. Samenwerking met de bewoners, Beheerders van Buurtprevetie groepen, Gemeete en de Politie! Retrieved from: https://www.veiligwonendelft.nl/
3 Op Cit., Author Unknown, 'Information about Kuyperwijk Noord', Alles Cijfers.
4 Engbersen, G., Snel, E., & 't Hart, M. Mattheus in de buurt: Over burgerparticipatie en ongelijkheid in steden. (Rotterdam: Erasmus Universiteit Rotterdam, 2015).
5 Reybrouck, D., 2013. Tegen verkiezingen. De Bezige Bij Amsterdam.
6 Binnema & Michels, 2017. Toolkit Loting. Retrieved from: http://democraticchallenge.nl/wp-content/uploads/2017/12/Toolkit-loting.pdf

III. ANALYSIS

Pillar 4
Physical Properties & Built Environment

The physical characteristics of a neighbourhood greatly impacts an individual's development and well-being. As we shape our surroundings, they shape us. Whilst these properties in themselves are not solely responsible for shaping our well being, security and development, they must be considered in addition to other non-physical factors.

The physical properties of housing, green spaces and building type all play a key role in the quality of social relations. Certain spaces can nudge residents to interact and thus be better suited to foster connections. The ways in which spaces allow and encourage interactivity to take place should be considered. We looked at the dwellings, private and public exteriors spaces, streetscapes, infrastructure, and businesses to see how these spaces fall short at encouraging community development.

Analysis from resident and stakeholder feedback, walk throughs, research, diagramming and drawing, allowed us to recognize potential areas of improvement. It was determined that Kuyperwijk Noord is suffering from its lack of active central space, poorly defined green and public spaces, lack of diversity in urban plan and building usage, and autocentric design.

Monotonous Building Layout and Usage

Based on modernist planning principles, the neighbourhood plan is rational and lacks excitement. The buildings are primarily long 4-story walk up flats oriented north south or east west with a few other building types. The site also has four towers, all with similar appearances and heights with one near each corner of the site. The site has a few sections of two storey townhomes as well as single family homes on the periphery. Despite there being a variety of dwelling types the neighbourhood feels monotonous because of the top down plan from the same time period with repetitive buildings being copied and pasted in a simple manner. The building types clash in a seemingly random manner where towers share suburban roads with private dwellings. A quick look down one street and the public realm can be digested in a single glance, especially since the site is almost entirely dwellings with the exception of Van Foreestweg, hosting shops. More variety in built form, breaking the typical layout, could create more excitement.

Weak Central Core..

Kuyperwijk North has the potential to have an active central meeting point and collective heart as the streets are organized toward the central square at Van Foreestweg which hosts a main road with through-traffic and shops. Currently the square is underutilized, covered in asphalt and hosts a basketball court. It is lacking in pedestrian possibilities as it is surrounded by roads and parking.

Central Square

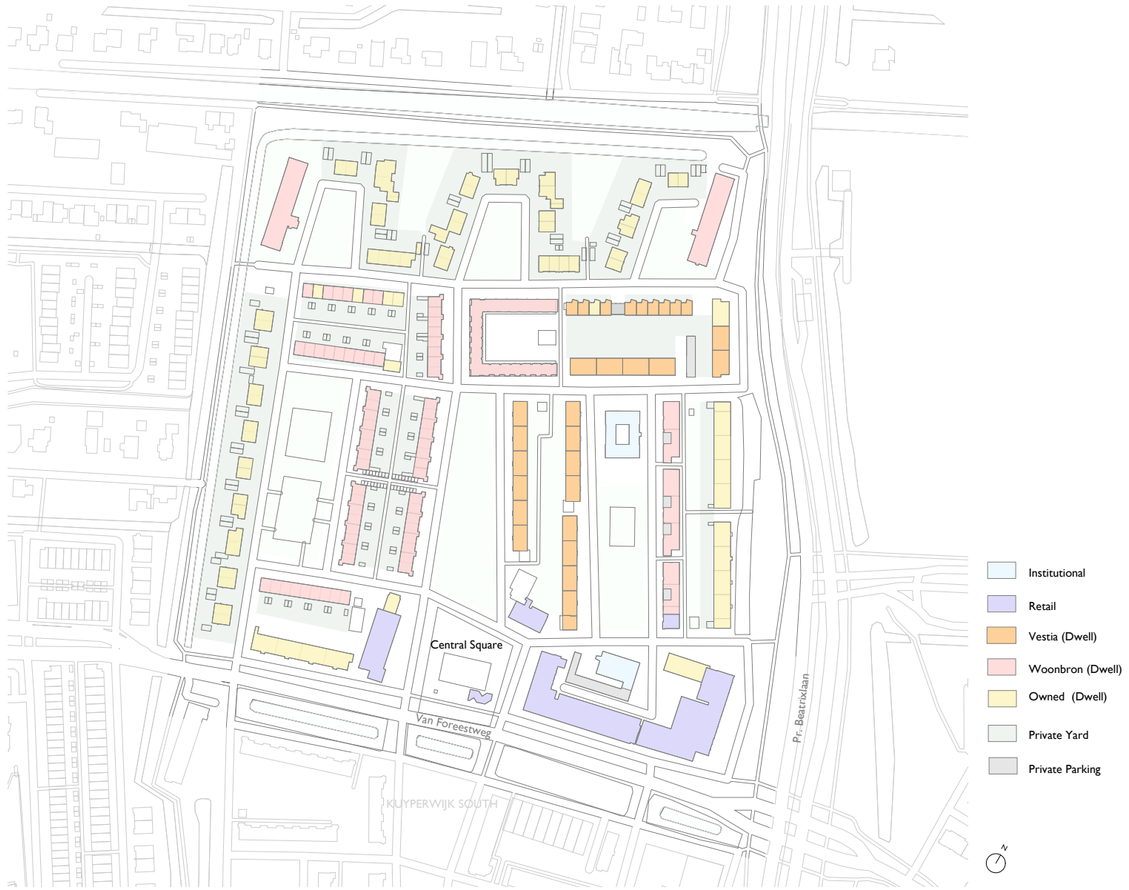


Figure 2
Building Usuage Plan of Kuyperwijk Noord

In addition to the monotony of built form, the site suffers from a singularity of uses. Kuyperwijk Noord has limited buildings for residents to gather, especially closer to home. To generate more social connections, retail and public buildings could be added to create more connections and exciting streetscapes. Currently, most businesses on Van Foreestweg are closed in the evening creating even less activity after dark. It should be considered how new and existing buildings can be utilized as active spaces outside of typical hours. Entrepreneurs in the Kuyperwijk have complained about the slow conditions and lack of outsiders visiting their shops. Adding more shops and activities could increase foot traffic of both those living inside and outside the neighbourhood. The Kuyeprwijk also lacks a truly public building such as a library where residents could engage in various activities and build relationships.

Mix of Residential Buildings

Figure 3
Site Circulation Plan

Parking Around Central Square

Auto-centric Design & Circulation

Built on modernist planning ideals the Kuyperwijk is largely designed around the automobile with a clear distinction between main access roads and private roads accessing dwellings. Shops are clearly separated with the assumption that they would be accessed by automobile. The plan is an autocentric design where the layout of the neighbourhood is filled with many roads and lots of on street parking. The result is streetscapes for cars and not for people, demonstrated by the sheer number of roads. This could impact safety where children's play spaces are scattered between streets without careful consideration of circulation.

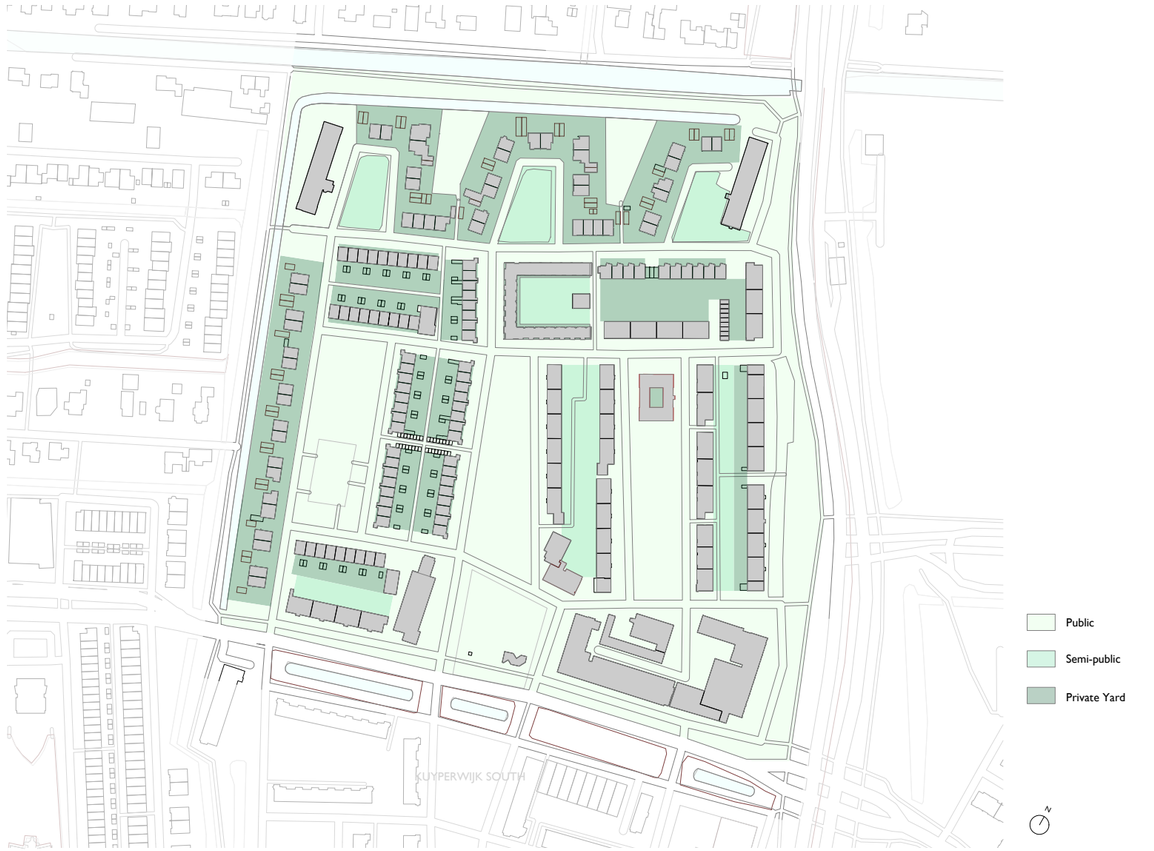


Figure 4
Plan showing public, semi-public and private spaces

Poorly Defined Public and Green spaces

Not only is the central square lacking definition and purpose but so are the many green spaces in Kuyperwijk North. With the urban design being based largely on modernist planning principles the green spaces often feel like leftover spaces between buildings. There are several green spaces in the neighbourhood that are successful and cared for but many are unsuccessful. Around many buildings there is a harsh division between private, and undefined public, space resulting in estranged streetscapes that are not ideal for interaction. We've determined that these green spaces are not serving as active spaces and could be better utilized. By having less yet better defined green spaces the result would be increased activity and ultimately social connectivity.

Poorly Accessible Green Space at North End of Site

IV. Design & Strategic Intervention

In designing our strategic intervention we began by brainstorming ideas onto the four pillars. We then visually mapped these ideas on two axes (see figure 5), where the four corners of the graph represented the four pillars. In this way we were able to see which interventions entailed the most overlap between pillars as they would be positioned closer to the centre of the graph. By selecting interventions on figure 5 from within the circle visualised below, we managed to ensure that our policy programme tackled social cohesion in a comprehensive way.

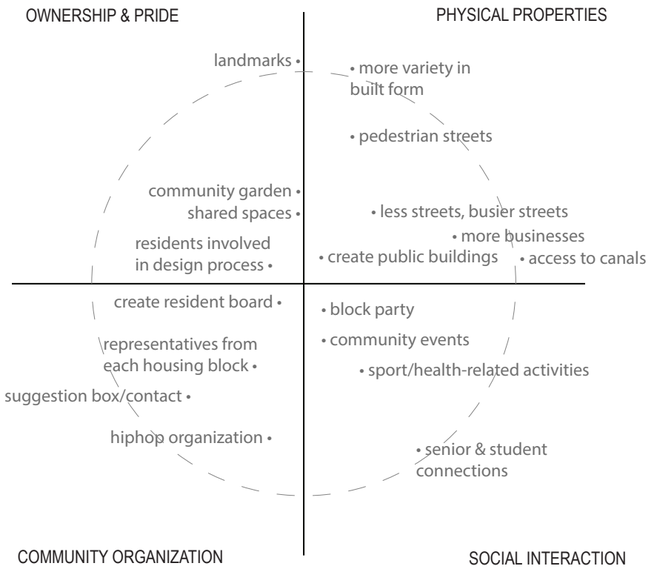


Figure 5 Intervention Comparison

We created one further visualisation of our ideas, this time mapping them according to time of implementation, with proposals positioned by the immediate, medium or long term along the x axis and by pillar along the y axis. This time we focused on selecting proposals which could be implemented in the immediate term, meaning that they did not require lengthy planning or funding periods, thus allowing us to take action on social cohesion sooner.

Of the interventions which were both, positioned in the immediate term on figure 6 and towards the centre of the graph on figure 5 we selected those which were most complementary to each other. Thus of the 6 interventions selected, 3 work directly with each other: the social traineeships, the community garden, and the block party.

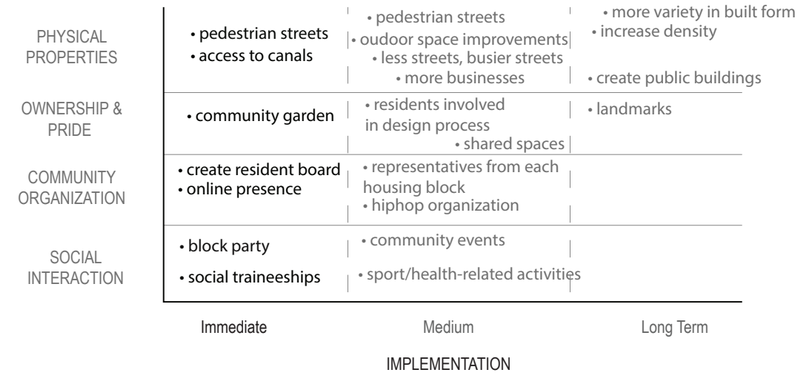


Figure 6 Interventions over time

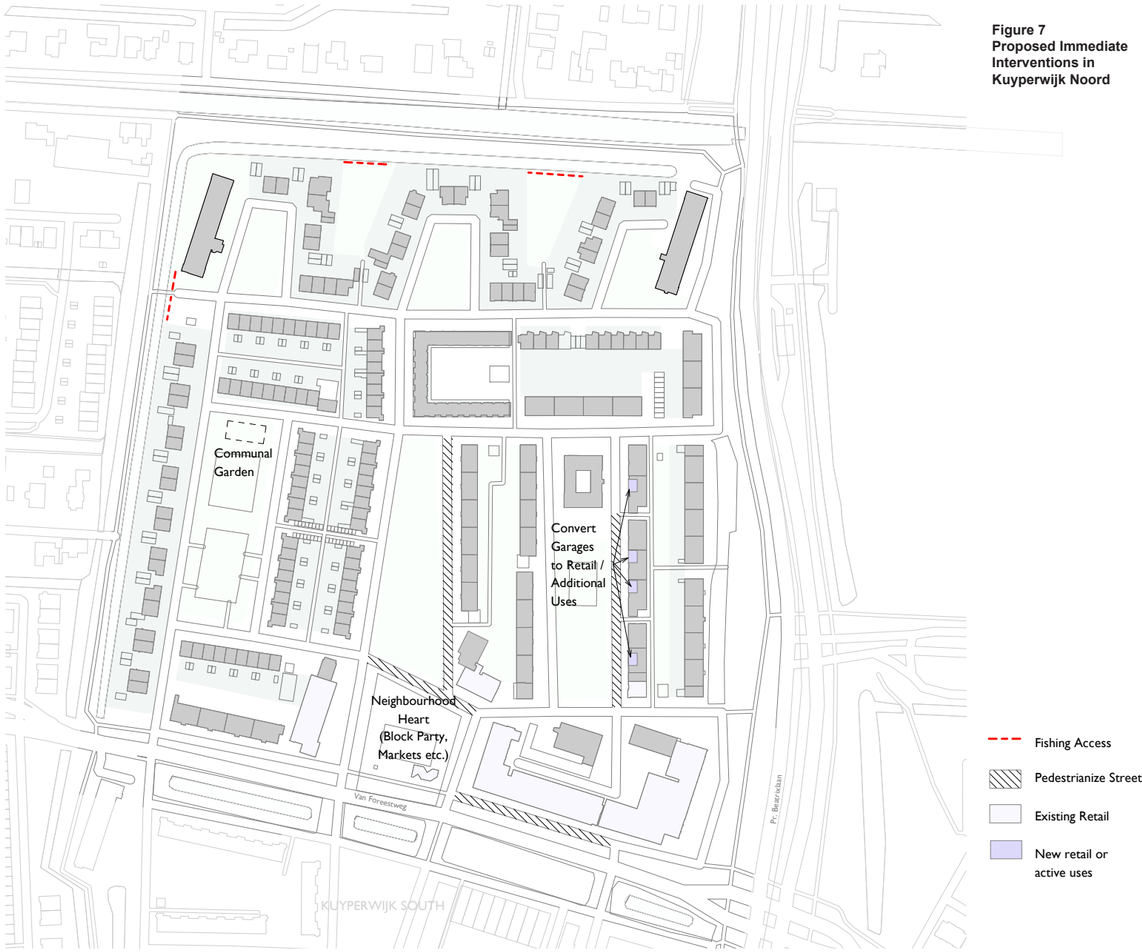


Figure 7 Proposed Immediate Interventions in Kuyperwijk Noord

IV. Design & Intervention

Pillar 1
Sense of Ownership & Pride

Community Garden

We plan to create a community garden in order to stimulate feelings of belonging and ownership amongst residents of Kuyperwijk Noord. The garden will act as a hub of social interaction where residents can come together and also contribute to a shared goal. Key to the success of this initiative is resident involvement in designing and building the space.

We took as case studies a number of existing community gardens, including the Target Bronx project in New York[1], which saw residents repurpose the site of a demolition for a multi-purpose community garden. The site functions as much more than a vegetable patch, providing a space for children's art classes, an outdoor classroom for schools, a community barbecue, and a staging area for sports classes and performances. This multi-use character of the site serves to bring together all of the residents of the neighbourhood, despite ethnic and socioeconomic differences.[2]

Implementation

The bare materials for this garden in the form of seeds, plants and tools will be acquired through sponsorship from supermarkets or other shops. Additionally, Albert Heijn have an annual moestuintjes promotion in the spring, and people can be asked to donate them to the community garden. It is important that a group of residents are responsible for coordinating these sponsorships as this will also create a sense of ownership over the initiative. Meanwhile, the ground needs to be prepared and divided into a growing area, a sitting area, and/or an open space where classes can be given. For the layout of the growing area we suggest that there is a mix of raised beds and beds on ground level. With the raised beds elderly residents and wheelchair users can access the vegetables easier. Conversely, the beds that are on the ground can be accessed by children. Around the garden a border of flowers can be planted to attract insects and other wildlife, as well as to be harvested for cut flowers. Funds permitting, a shed to store stools can also be built, and a compost heap for all the gardening waste.

We envision two options for the layout of the social and learning area. The first is to construct a structured seating area with picnic tables. A good example of this is the social garden on the Van Deysselstraat 63 in Amsterdam (see figure 9).[3] A second option is to have a more unstructured and open space where there are a few benches to sit around and removable chairs, as is seen on the image of the Target Bronx garden (see figure 8).

Once operational, classes can also be given in the garden, this can be, for example, sports classes or classes related to horticulture. Such classes can be open to all ages and thus bring young and old together. Local schools can also take a proactive role in the garden, making use of it as a nature-based classroom, and if the school has the funds for it, investing in the planting.

The produce of the garden can be used in several ways. The first is that the people who work in the garden on a regular basis get a share of the produce. A second option is that a share of the produce is used for people that have to make use of the local food bank. This way they have access to fresh food and vegetables without the high costs. A third option is that the yields will be used for the block party or sold on a market, so that the proceeds flow back into the garden.

1 Author Unknown, 'Target Bronx Community Garden', NYRP, [online] Available from: https://www.nyrp.org/green-spaces/garden-details/target-bronx-community-garden/ [Accessed 27 March 2020].
2 Monty Don, 'Monty Don's American Gardens' BBC Two, (originally aired: 22 January 2020) [documentary] Available from: https://www.bbc.co.uk/programmes/m000d2gm [Accessed on: 29 March 2020].
3 Author Unknown, 'Social Garden: Van Deysselstraat 63 Amsterdam', Cascoland, [online] Available from: http://cascoland.com/#/projects/cascoland-van-deyssel/buurthuis/ [Accessed on: 27 March 2020].

Table 1 - Community Garden

INPUTS What we invest...	ACTIVITIES What we do..	OUTPUTS Goods & services produced	OUTCOMES Initial	OUTCOMES Intermediate	OUTCOMES Long-term
- Funding through a market, block party, or sponsors - If the AH (supermarket) has the "moestuintjes", ask people to donate them	- Create a group of gardeners - Make a place for raised beds - Create space where people can sit and talk - Ask organizations to help in the garden - Give classes - Create a meeting space for youth and elderly	-Community garden -Flowers -Fruit -Vegetables - Seating / learning area	- Will bring people together. - Produce can be used for block party - Culture sharing through food - Used for education	Strengthening bonds between neighbours	Reduces social isolation and strengthens sense of belonging (ownership and pride)

Figure 8
Target Bronx Community Garden', NYRP, 2020

Figure 9
Social Garden: Van Deysselstraat 63 Amsterdam', Cascoland, 2020

IV. Design & Intervention

Pillar 2
Social Interaction

As mentioned before in this report, social isolation is one of the main problems that prevents the development of social cohesion in the neighborhood of Kuyperwijk Noord. Likewise, the lack of interaction between the diversity of residents stands out as one of the main evidences of social isolation hampering their chances to develop bonds that enables old and new residents to develop a sense of belonging and pride to the neighbourhood (Pillar 1). To face this problem two initiatives are proposed in this project: Summer Block Party and Maatschappelijke Stages (social traineeships) with the elderly.

Summer Block Party

This initiative is inspired by a successful event held in Asperen, a village in the south-east of the Netherlands where a 'ASPEREN LAB & KEUKEN' was held in may 2019 with the support of Cascoland - an interdisciplinary international network that finances projects for public intervention.[1] At this event, various small agrarian producers of Asperen, in collaboration with local chefs, carried out a public joint kitchen where residents and chefs cooked using the products of local vendors, generating a synergy where each one extracts a unique experience from the event. The initiative proposed here has three stages of preparation with the goal of bringing together the neighbours of Kuyperwijk Noord around a similar experience: a summer block party.

Implementation

The block party will be hosted at the Central Square bordering the Van Forestweeg. In the first year, neighbours are invited to bring along a traditional dish linked to a family story. All residents who opt to attend will pay a fee of € 3, and the funds from the tickets will be distributed equally amongst the attendees to go towards the cost of their ingredients. Seating arrangements around tables of 6 or 8 (depending on attendance) will be assigned at random to ensure socialisation between neighbours who don't already know each other and thus reducing the gap between old and new neighborhood residents. Each neighbour will be invited to share the story behind their plate at their respective table, allowing the residents of Kuyperwijk Noord to get to know each other better around food and in a festive atmosphere. The central square becomes important for this and future events, thus this initiative also ties into Pillar 4 regarding improvements to the built environment by making better use of existing public spaces.

The creation of an Event Board is proposed for the organization of the event. The board will be composed of residents and can also collaborate with existing neighbourhood organisations such as Delft voor Elkaar and the neighborhood brokers. Residents keen to participate on the board can sign up for election and will be asked to state their length of residency in the neighbourhood. This will allow a sort of 'party list' to be drawn up, where longer term residents will be on one list and new arrivals residents will be on a second list. All residents will cast votes on both lists, in this way we ensure that both old and new residents are represented on the board. The president of the board will be elected by board members and will be in charge of coordinating directly with the city brokers or municipality to request support with materials such as tables, sound equipment, trash cans and renewable plates and cutlery to be used during the meal. The event will be promoted via a Facebook group for the event, as well as a chain of emails and flyers with the information to be exhibited in supermarkets and public buildings. Some minimal financial support will be needed from the municipality in order to print promotional materials.

Figure 10
Cascoland Lab&Kitchen,
(2019)

1 Author Unknown, 'Asperen Lab&keuken'. Cascoland, (26 May 2019) [online] Available from: http://cascoland.com/projects/asperen-labkeuken/#/ [Accessed on: March 30, 2020].

Table 2 - Block Party

INPUTS What we invest...	ACTIVITIES What we do..	OUTPUTS Goods & services produced	OUTCOMES Initial	OUTCOMES Intermediate	OUTCOMES Long-term
- Material and resources from municipality - Social organizations support for materials - Resources from community garden - Support from brokers (search and selection board members) - Time to develop board meetings - Set a place to for board meetings (Snackbar or meeting room in municipality)	-Create an Event Board - Create email information chain, facebook group & flyers in supermarkets - look for young volunteers to help set everything on the block party day. (Delft voor Elkaar) -Collaboration with local food producers	Summer block party organization: 3 to 6 months. Depending on result, organize it yearly	- Getting to know each other	- Building bonds between neighbours	Reduces social isolation and strengthens sense of belonging to the neighbourhood (ownership and pride)

The second phase of this initiative is to link the community garden proposed in Pillar 1 with the block party. In the second year of the block party, once the community garden is already producing vegetable harvests, attendees can be divided into groups and given baskets of assorted produce from the garden to incorporate in their recipes. This year they will then have the option of cooking as a group and then sharing their dish with the other groups explaining, what the dish consists of and how they came to choose this meal, again facilitating the organization and exchange between neighbours. The purpose of this is to open up a recreational environment so that the neighbours get to know each other, increasing the future possibilities of reinforcing social cohesion.

Communal cooking areas can be established in the central square with financial support from the municipality to obtain portable kitchens or barbecues. Delft voor Elkaar can also assist in providing music equipment to make the atmosphere more festive, as well as volunteers to set up and supervise the activity. The organization and dissemination of the event will continue to be carried out by the Event Board created in the previous year. This initiative, in any of its phases, is open to be changed with the agreement of the Board members themselves.

In the third year of the initiative it will be possible to expand the activities even further. Prior to the party itself a Food Market can be held where both products from the community garden and products (dishes and desserts) from different neighbors are sold in a market located on the main street of Kuyperwijk Noord. For this, financial support from the municipality is required to facilitate both food stands and kitchens to prepare or heat meals. The funds obtained from this market, will allow for expansion of the range of activities arranged for the block party, both in the variety of ingredients available to the neighborhood for the day of the event, and additional activities to the kitchen like a stage for live music. Businesses around Delft (such as boutique stores, cafes, restaurants, takeaways and small farmers) can also be invited to donate their products in exchange for advertising and future purchase of the goods offered. This generates a synergy that links not only the residents of Kuyperwijk Noord, but also with other neighborhoods and / or districts, in turn decreasing the social isolation of the neighborhood itself from others.

Figure 11
Cascoland Lab&Kitchen,
(2019)

IV. Design & Intervention

Pillar 2
Social Interaction

"Maatschappelijke Stages" (Social Traineeships) with the Elderly

This intervention aims at creating opportunities for encounters between the youth and the elderly, which we identified as one of the age groups that are most affected by social isolation. We propose to build on the existing volunteering programmes that high-schoolers are required to take part in, in an effort to promote intergenerational interactions. This means, mainly, developing activities that are mutually beneficial for both target groups.

From 2005 onwards the so-called "Maatschappelijke Stages" (social traineeship) were introduced in the Dutch secondary school curriculum, in order to promote the value of volunteering amongst young people. The social traineeship programme is financed by the Ministry of Education, Culture and Sciences and implemented by the educational institutions in cooperation with volunteering organizations. Through the social traineeships the youth should become familiar with society, and possibly be acquainted with the working environment in line with their career aspirations.[1]

Our proposal is to offer students residing in the Kuyperwijk Noord the possibility to carry out their social traineeships by becoming tutors of a digital literacy course whose recipients are senior residents of their neighbourhood. This will provide an opportunity for the youth to teach what they, as digital natives, know too well, to elderly residents. Elderly participants thus learn skills that might alleviate their sense of social isolation, whilst also benefiting from social intergenerational interaction during the classes themselves.

The two main actors to be involved are secondary schools and local volunteering organizations. There is no secondary school located specifically in the neighbourhood, however there are a number located in the wider Voordijkshoorn district whose catchment area Kuyperwijk Noord falls under. These schools will be involved. In order to make the targeted students aware of this initiative the educational institutions will facilitate its promotion via their own communication channels. As for the volunteering organizations, we identified Delft Voor Elkaar, a network organization of professionals and volunteers committed to supporting neighbourhood initiatives targeting people with disabilities, people with chronic illness or mental illness and people experiencing social isolation. By collaborating with organizations already in the neighbourhood we seek to build on existing infrastructure rather than constantly remaking the wheel. Delft Voor Elkaar has set up neighbourhood contact points and is committed to creating more connection and cohesion in Delft's neighbourhoods.

A limitation for this proposed initiative is one that is already linked to the social traineeship programme itself and refers to the extra workload local volunteering organizations could be burdened with. It is also important to clarify that this initiative can only be proposed to the targeted students and presented as an option with positive effects on the social cohesion of the area. It cannot be imposed on students, since this could negatively impact their overall volunteering experience and defeat the purpose of the social traineeship policy – that is, encouraging the youth to get involved in volunteer work even after their education.

Implementation

The digital literacy course takes as its case study, the LIST project. For the purposes of the course, Delft Voor Elkaar will identify partner organizations that can provide the space (a classroom with desks, tables and a sufficient number of outlets) and equipment (computers). The students interested in this social traineeship will contact Delft Voor Elkaar, which will appoint one or two supervisors, either from amongst their ranks or possibly from other topic-specific partner organizations. The students will be prepared to become tutors of the course by the supervisor(s). They will be introduced to the overall background and goals of their social traineeship as regards social cohesion and social isolation in their neighbourhood, the benefits of digital literacy for the elderly; they will also be taught learning theories for older adults and how to communicate with them in a proper, respectful and efficient way.

1 GHK, (no date), National Report - the Netherlands, Study on Volunteering in the European Union, Directorate General for Education and Culture, Available from: https://ec.europa.eu/citizenship/pdf/national_report_nl_en.pdf [Accessed on 27th March 2020].

Table 3 - Social Traineeships

INPUTS What we invest...	ACTIVITIES What we do..	OUTPUTS Goods & services produced	OUTCOMES Initial	OUTCOMES Intermediate	OUTCOMES Long-term
- Human resources (high schools and volunteering organizations) - Facilities and equipment for the course (partner volunteering organization)	- High schools in the Voordijkshoorn district identify advertise to their students - Delft Voor Elkaar advertise/identifies seniors - Delft Voor Elkaar trains the students	- Social traineeships with the elderly on digital literacy	- Intergenerational interactions between elderly and youth	- Gained experience of a coaching role by the students - Gained skills to stay in touch with other people by the elderly	- Reduced (perception, at least) of loneliness and social isolation by the elderly

Meanwhile the course will be advertised by Delft Voor Elkaar and its partner organizations - such as Kijk op de Voordijk. It is important to note that since the course is targeted at seniors with a low level of digital literacy, advertising cannot solely rely on digital communication. Posters and flyers can be distributed in the neighbourhood shops (e.g. the PLUS supermarket) and other places usually visited by the elderly – including volunteering organizations beyond those directly involved.

During the preparation of the tutors, the general content of the course will be discussed:
- How to use a computer & find information online
- How to set up and use an email address
- How to access main public services online

(e.g. how to make an appointment at the municipality, how to participate in the E-democracy platform of Pillar 3)
- How to use social networking websites
- How to recognize and avoid online risks (privacy, scamming, phishing)

Moreover, the supervisor(s) and the tutors will decide how to assess the skill level of the participants before the start of the course so as to finetune the content accordingly. This could be done either with a questionnaire or individual meetings.

At this point, Delft Voor Elkaar will have identified seniors within the neighbourhood who are interested to participate in the course (a ratio of 5 trainers to 15 participants is suggested). Their skills will be assessed; the participants should also be asked what they are interested in learning, so as to reflect it in the course. More skilled participants will not be required to attend level 1 of the course, which will be dedicated to those with very few or no digital skills. For instance, some participants may not have an email address. Therefore, level 1 of the course could include teaching this specific skill. According to the results of the skill assessment, the content of the course will be fine tuned. The schedule of the course will be decided based on the needs of both participants (e.g. accessibility, transportation) and trainers (e.g. school schedule).

The sessions should be structured as to provide an introduction of the topic at the beginning, then allow the participants to practice an exercise and then a wrap up with any further questions. It would also be useful for the course to have a revision session every three sessions. The tutors will divide up their tasks and decide who will be responsible for the content of each session. Therefore, one lead tutor for the session will prepare and deliver the introduction, and prepare the practical exercise for the participants. Then, all of them will coach the participants during the practical part of the session. Finally, the lead tutor will summarize the topic and answer any further questions.

The intergenerational approach means both youth and elderly will benefit from the course. By the end of the course, the youth will carry out their social traineeship and gain valuable experience on how to take on a coaching role and therefore build their curriculum. They will do so by engaging with elderly from their own neighbourhood whom they might know personally, might just occasionally cross paths with or might not know at all. The elderly will learn valuable digital skills in a family-like environment; they will benefit not only from the content of the course but also from the method of the course itself. Social connections and bonds will be created, contributing to a stronger cohesion of the neighbourhood.

This intervention does not require financial resources - provided that one or more partner organizations with the required equipment are identified. Moreover, this initiative is expected to need human resources, especially on the part of the volunteering organizations. Delft Voor Elkaar would be in charge of developing and providing the facilities for the activities of the social traineeship. Since this organization is already involved in the programme, we assume they already have the know-how for accomplishing such a task.

Figure 12
Leveraging the Digital (n.d)

IV. Design & Intervention

Pillar 3
Lack of Community Organization

Cooperative Neighbourhood Council

Kuyperwijk is a diverse neighbourhood and ideally, everyone should feel represented in forms of community organization. Based on the information we obtained during our research, we have concluded that the potential for community organization has not yet been reached. After analyzing different forms of neighbourhood incorporation we have selected the two forms that - we believe - fit the case of Kuyperwijk. We propose a cooperative neighbourhood council based on sortition. Furthermore, we suggest to make an online option for participation available to actively engage with all residents.

The idea of a cooperative neighbourhood council is inspired by the Coöperatieve Wijkraad Oosterparkwijk[1] The representatives in the council are members of the municipal council together with residents from the Oosterparkwijk. Residents have been chosen randomly to give all residents an equal opportunity to voice their opinion. The council was founded in 2018 and has a successful start. An ex-tempore evaluation of the cooperative neighbourhood council experiment illustrates the positive effects it had in its first year. Within a year, the percentage of people that think that good decisions are made in the neighbourhood increased from 30% to 46% after a year. The percentage of people that is positive about the involvement in the neighbourhood doubled from 22% to 45%).[2]

The neighbourhood council can consist of 10 to 15 members. The majority of the council consists of residents selected by sortition. Sortition can be implemented by a selected or a random sample. Because of the neighbourhood's composition, we would recommend taking a select sample per block. By doing this, specific groups can be approached to get a diverse group of residents. To make sure that people who are selected for the neighbourhood council will participate, it is important to personally approach each member. Approaching the potential members in person will make the importance of their future role more evident. Moreover, it gives the potential members the opportunity to ask questions, and it creates an extra moment to explain the function. It is recommended to get advice from the Coöperatieve wijkraad Oosterparkwijk to prevent foreseen pitfalls. The first year of the neighbourhood council, organization will be a central topic. Challenges in the neighbourhood should be mapped out. Different project groups are made for central topics (e.g. parking, children activities, green environment).

Implementation

Because being part of the council takes time for the members, it is fair to give residents financial compensation for their investment. We are aware of the lack of financial means to invest in Kuyperwijk by the municipality. However, rewarding residents can be less expensive than paying civil servants. Moreover, the residents add valuable 'street knowledge' since they are more involved in the neighbourhood. Therefore positive effects the cooperative council can have on the neighbourhood can also reduce costs. Besides, when the council enhances neighbourhood trust, residents are more likely to invest in the neighbourhood. There is evidence for the relationship between connectedness amongst neighbours and connectedness to the neighbourhood. When participants responded that they were connected with the neighbourhood and had many contacts in the neighbourhood, they were more likely to participate in neighbourhood activities, voluntary work, and informal caregiving.[3]

Table 4 - Neighbourhood Council

INPUTS What we invest...	ACTIVITIES What we do..	OUTPUTS Goods & services produced	OUTCOMES Initial	OUTCOMES Intermediate	OUTCOMES Long-term
-Financial support municipality -Time investment municipality -Time investment chosen residents	-Lottery/sortition -Invite chosen residents -Briefing chosen residents	Create cooperative neighbourhood council 'Coöperatief Kuyperwijk	-Inclusion -Transparency -Trust	-Representation of most residents	-More engagement with the neighbourhood and between residents

1. Coöperatieve Wijkraad (n.d.). Retrieved from: https://cooperatievewijkraad050.nl
2. Mennes, R., Bieleman, B., Kloosterman, K. (2019) Evaluatie Coöperatieve Wijkraad Oosterparkwijk Groningen 0- en 1-meting: periode najaar 2017 - voorjaar 2019. Groningen: Breuer & Intraval / OIS Groningen

Figure 13
Coöperatieve Wijkraad (n.d.)

E-Democracy Platform

We also propose the creation of an E-democracy platform which will serve as an online forum where residents can propose ideas and vote on these. This will facilitate the proactive involvement of all residents in neighbourhood management, not just those serving on the council. E-democracy thus promotes bottom-up initiatives to neighbourhood management by empowering residents. It can be used as an addition to the cooperative neighbourhood council or as an individual tool to promote neighbourhood participation. Furthermore, it reaches people who don't have time to go to traditional information meetings (i.e. single parent households or people with disabilities). Moreover it can strengthen the neighbourhood council with innovative ideas that have support from the neighbourhood community. Lastly, more engagement in the democratic process of decision making creates more trust in the decision making.

An example of e-democracy in practice is Stem van West.[4] Residents can upload a proposal. When the proposal is online, residents can campaign for their own proposal. Other residents can comment what they like or dislike about the proposal. The proposal with the most votes will be discussed with the municipal council. The proposer will be invited to the meeting. The online tool already had 28.000 individual visitors, and over 80 proposals from which 10 proposals were discussed in the municipal council.[5]

To create an online platform, you will need to use open-source software. Examples of free to use software for E-democracy are CitizenOS[6] and Your Priorities.[7] The neighbourhood council could give a context for residents to propose ideas for. For instance, the council is looking for an initiative for the renovation of the square. Without aiming residents in a certain direction, the council will outline the opportunities and delimit the scope. Every resident can upload an initiative. Other residents older than sixteen years old are then able to vote on the best initiative. The initiative with the most votes will be proposed in the council meeting by the proposer. The platform 'Stem van West' uses a standard for the minimum of votes an idea needs (they use hundred votes as a minimum amount, but this might depend on the amount of residents in the neighbourhood).

Table 5 - E-Democracy Platform

INPUTS What we invest...	ACTIVITIES What we do..	OUTPUTS Goods & services produced	OUTCOMES Initial	OUTCOMES Intermediate	OUTCOMES Long-term
-Some IT knowledge	-Informing residents about e-democracy	- Online democratic participation platform	- Inclusion	- More opportunity for participation	-More engagement with the neighbourhood and between residents

3. Engbersen, G., Snel, E., & 't Hart, M. *Mattheus in de buurt: Over burgerparticipatie en ongelijkheid in steden.* (Rotterdam: Erasmus U. Rotterdam, 2015).
4. De Stem van West (n.d.). Retrieved from https://stemvanwest.amsterdam.nl/
5. Jansen, M.B. (2018). Bria, Pieterse, Meindertsma, Van Berkel en Jansen | #4 Digitale democratie [video file]. Retrieved from: https://youtu.be/NITnDqmlfZc
6. Citizen OS (n.d.). Retrieved from https://citizenos.com/
7. Your Priorities (n.d.). Retrieved from https://citizens.is/getting-started/

IV. Design & Intervention

Pillar 4
Physical Properties

Changing the physical properties of a neighborhood to better facilitate social interactions can take time. Smaller scale, less permanent implementations can occur sooner but significant changes in the build environment can take years of planning, designing, approval, and construction. We looked at a range of possible changes within Kuyperwijk Noord but focused on the immediate possibilities such as communal gardens, creating opportunities for fishing, and temporarily pedestrianizing streets.

Within the Pillar of Physical properties we focused on four principles: strengthening the central square, better defined public and green spaces, adding density and diversity to buildings and their programs, and restructuring the streets to create friendly streetscapes. Within each of these approaches we look at whether this could be done immediately, in the mid-term and in the long term. We ultimately focused on the pedestrianizing of streets as this is an intervention that could be implemented immediately at a smaller scale and develop over time.

Better Defined Public & Green Spaces

Our analysis determined that the public and green spaces on site need attention. The restructuring of these spaces will take time but can be done in an incremental manner with initiatives that attempt to improve social contact. We suggest the immediate implementation of communal gardens, better access to canals for leisure and fishing and areas for communal cooking. This initiative is tied to the pedestrianizing of streets as these are new communal spaces on former vehicular streets are spaces that are closely connected to private living spaces and ease the harsh divide between public and private spaces.

IMMEDIATE	MEDIUM	LONG-TERM
-Community gardens -Better access to canals for leisure and fishing -Areas for bbq	-More child-friendly spaces -More spaces for gathering -Ease harsh divides between public and private spaces	-Better defined social / green spaces -Reinforced connections -Less but better parks -Create additional uses/buildings on underutilized spaces

Strengthen Central Square

We see great potential in making the neighbourhoods central square as the heart of the neighbourhood. The neighbourhood is lacking a sense of place. By bringing as much activity into the central square, there is much more opportunity for those in the community to spend time there and bring in outsiders as well.

IMMEDIATE	MEDIUM	LONG-TERM
-Host many events such as an on-going market -Create a meeting point -Remove basketball court and improve landscaping -Bring as much activity to central square as possible	-Pedestrianize, divert certain roads -Add more retail spaces that overflow and connect to square	-Better defined square with public building to north such as a multi-functional Library -Create water feature with canals -More retail activity

Densify and Diversify

Kuyperwijk Noord can be further activated by bringing more people, activities, businesses and a range of uses into the site. While this can take a longer time to add new buildings and change uses we sought out ways to create variation sooner. We arrived at the idea to turn underutilized private garages into active spaces such as retail that residents can utilize. Temporary Markets are another way to bring more activity into Kuyperwijk Noord.

IMMEDIATE	MEDIUM	LONG-TERM
-Bring more businesses further into site to create variety by converting underutilized private garages into active shops and spaces -Temporary markets	-Utilizing existing spaces outside of active business hours for additional purposes -Add more retail spaces and other uses	- Increase density. Add more housing and other uses - More variety in built form, more excitement, break the current plan -Create social spaces within dwellings -Add more public buildings such as a library

IV. Design & Intervention

Pillar 4
Physical Properties

Restructuring Streets

Currently, the neighbourhood is dominated by many quiet streets used primarily for vehicle access to the dwellings. Less streets would mean busier, more exciting streets with more opportunities for encounters. Turning underutilized streets into pedestrian zones creates more social spaces for residents. Separating vehicular and pedestrian traffic also creates safer streets and healthier public spaces. The restructuring of streets could also allow for dwellings to have stronger connections to green spaces.

IMMEDIATE	MEDIUM	LONG-TERM
-Pilot project. Temporarily turning a few select streets into dedicated pedestrian zones - Creating other incentives for additional methods of transit	-Evaluating success of pilot project -Adding new streets to pilot project -Adding bike lanes -Creating more permanent zones -Investing in these pedestrian zones	- Adding more permanent pedestrian streets - Create more and better designed parking near retail spaces -Improvements in public transit

Implementation

Our aim is to turn vehicular streets into pedestrian zones over time, especially as the neighbourhood densifies. We suggest beginning the process with the temporary changes of closing Van Groenewegenstraat and the portion of Van Adrichemstraat adjacent to the central square. With these closures, there is still ample access to the dwellings on Van Groenewegenstraat via the adjacent roads. By pedestrianizing these streets there is a much stronger connection to the neighbourhood square. The success of the temporary changes could be evaluated first before further, more permanent changes occur.

Barcelona provides an interesting example where up to 60% of streets that were for vehicles are being turned into pedestrian zones called “citizen spaces”[1]. This design decision was driven by the desire to create safer and healthier streets. Residents can also look to downtown Delft which offers a host of pedestrian or traffic restricted streets.

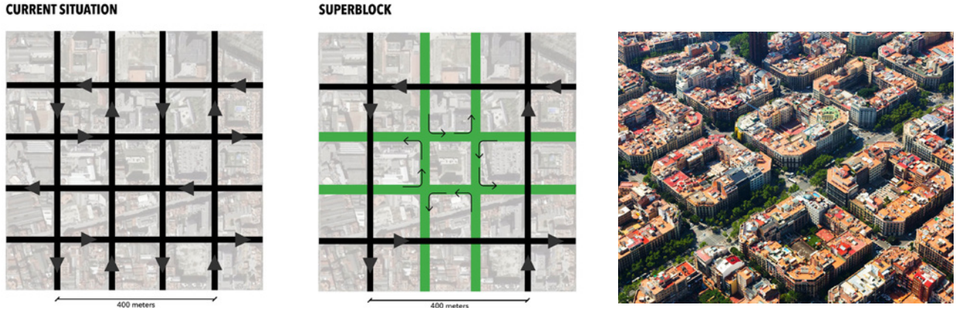


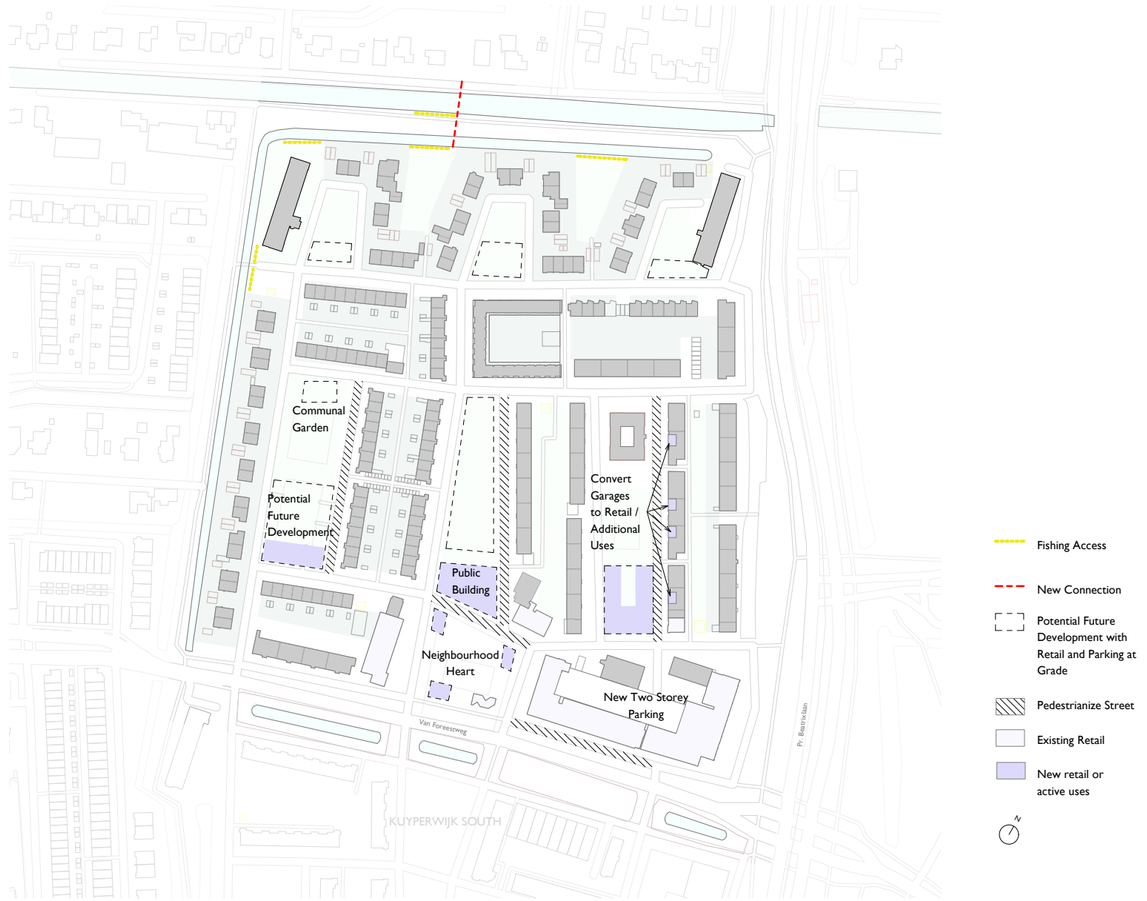
Figure 13
Bausells (2016)

1. Bausells, M., 2016. Superblocks to the rescue: Barcelona’s plan to give streets back to residents. The Guardian. Available at: https://www.theguardian.com/cities/2016/may/17/superblocks-rescue-barcelona-spain-plan-give-streets-back-residents [Accessed March 30, 2020].

Table 6 - Pedestrian Streets

INPUTS What we invest...	ACTIVITIES What we do..	OUTPUTS Goods & services produced	OUTCOMES Initial	OUTCOMES Intermediate	OUTCOMES Long-term
- Temporary barricades for streets -Hire Urban Designer from city to create design strategy	-Municipalities Urban designer design in consultation with residents - Select streets to limit car traffic and ensure there is additional parking and access nearby	- Vehicle free street(s) - Shared spaces	-Residents involved in design -Residents adjusting -Residents using streets in other ways and as a place to gather -Safer streets -Stronger connection to parks	-Spaces for organizations -More public spaces -Meeting place -Increased walking and cycling -Pedestrianizing of additional nearby streets -Adding furniture and landscaping	-Increased community activities and organizations -Sense of place -More permanent pedestrian streets added -Healthier neighbourhood

Possible Long-Term Outcome...



V. Reflection

To define social cohesion, we have developed a theoretical framework consisting of four 'pillars' of social cohesion. These pillars were developed during the exploratory phase of our report, and cover the designs we wanted to implement. During the development of our design, we found out that some of the designs were overlapping different elements of social cohesion. For example, the community gardens are developed from the pillar 'Feeling of ownership and neighbourhood pride', but it also enhances social interaction. The pillars are useful for the construction of a theoretical framework, however, in reality the four concepts are more fluid. In spite of that, in our opinion, the pillars provide a useful structure to map out the challenges and potential developments.

Our initial idea was to collect data by interviewing stakeholders in the neighbourhood, for instance residents and entrepreneurs. Nevertheless, because of several reasons we weren't able to obtain as much data as we had expected beforehand. The first difficulty we encountered was that the local supermarket was closed, which resulted in empty streets. A side effect of this was that almost all people we spoke to during our field work already interacted with fellow students. On the positive side, we also discovered that one of the main reasons people are outside in Kuyperwijk, is because they are on their way from/to the supermarket. Moreover, due to the COVID-19 pandemic we weren't able to go back to the neighbourhood for additional interviews. With consent of our professor, we decided to supplement the data we collected (during the guided tour, individual fieldwork, and the information market) with quantitative data, a strong theoretic core, and examples of existing neighbourhood designs.

We had difficulties with narrowing down our ideas. During class the professor discussed that all ideas should be feasible. The biggest implication for us was that the municipality of Delft does not have the financial resources for big implementations. Even though we were aware of this, we also were in favour of our ideas. Therefore we believed that some ideas can be elaborated for times with more financial prosperity. Eventually, in consultation with the professor, we decided to cut down to one or two ideas per pillar. We believe that this resulted in a more concise neighbourhood design.

Because we were not able to use desktop computers with licenced software programs (and proper processor capacity) due to the closing of TU Delft and other universities, only two people were able to work on the document's template. We solved this by reserving extra time for editing.

Works Cited

Bausells, M., 2016. Superblocks to the rescue: Barcelona's plan to give streets back to residents. The Guardian. Available at: https://www.theguardian.com/cities/2016/may/17/superblocks-rescue-barcelona-spain-plan-give-streets-back-residents [Accessed March 30, 2020].

Binnema H., Michels A. (2017). Toolkit Loting. Retrieved from: http://democraticchallenge.nl/wp-content/uploads/2017/12/Toolkit-loting.pdf

Bolt, G. & van Kempen R. 'Neighbourhood Based Policies in the Netherlands: Counteracting Neighbourhood Effects?' in Manley, D. et al. (eds) *Neighbourhood Effects of Neighborhood Based Problems?* (Dordecht: Springer,2013), pp.195-213.

Cascoland. 'Social Garden: Van Deysselstraat 63 Amsterdam'. Accessed 27 March 2020. http://cascoland.com/#/projects/cascoland-van-deyssel/buurthuis/.

Coöperatieve Wijkraad (n.d.). Coöperatieve Wijkraad Available at: https://cooperatievewijkraad050.nl [accessed 26 March 2020]

De Stem Van West. 2020. De Stem Van West - Gemeente Amsterdam. [online] Available at: <https://stemvanwest.amsterdam.nl/> [Accessed 26 March 2020].

Engbersen, G., Snel, E., & 't Hart, M., *Mattheus in de buurt: Over burgerparticipatie en ongelijkheid in steden.* (Rotterdam: Erasmus Universiteit Rotterdam, 2015).

Fonseca, X., Lukosch, S., & Brazier, F., 'Social cohesion revisited: a new definition and how to characterize it', Innovation: The European Journal of Social Science Research, (April, 2019), Vol.32 (2)

Galster, G C., "The Mechanism(s) of Neighbourhood Effects: Theory, Evidence, and Policy Implications", in M. van Ham et al. (eds.), *Neighbourhood Effects Research: New Perspectives,* (London: Springer Science, 2012), pp. 23-56.

GHK, (no date), 'National Report - the Netherlands, Study on Volunteering in the European Union, Directorate General for Education and Culture', Available from: https://ec.europa.eu/citizenship/pdf/national_report_nl_en.pdf [Accessed on 27th March 2020].

Larkham, Peter J., 'The Importance of Observation: Urban Morphology in the Field', in Oliviera, V. (ed.), *Teaching Urban Morphology* (Springer, 2018), pp.265-279.

Mennes, R., Bieleman, B., Kloosterman, K. 2019. Evaluatie Coöperatieve Wijkraad Oosterparkwijk Groningen 0- en 1-meting: periode najaar 2017 - voorjaar 2019. (Groningen: Breuer & Intraval / OIS Groningen)

'Monty Don's American Gardens'. BBC, 22 January 2020. https://www.bbc.co.uk/programmes/m000d2gm.

OECD, 'Perspectives on Global Development 2012', *Perspectives on Global Development,* (OECD Publishing, 2011)

Rankin, Bruce H. and Quane, James M., "Neighborhood Poverty and the Social Isolation of Inner-City African American Families", *Social Forces*, Vol. 79, No. 1 (Sep., 2000).

Reybrouck, D., 2013. Tegen verkiezingen. (Amsterdam: De Bezige Bij).

Sampson, R.J. *Great American City: Chicago and the Enduring Neighbourhood Effect.* (Chicago: University of Chicago Press, 2012).

Shuttleworth, Ian G., et al., 'Perspectives on social segregations and migration: spatial scale, mixing and place' in Lloyd, Chistopher D. et al. (eds.) *Socio-spatial segregations: Concepts processes and outcomes* (Bristol: Bristol University Press, 2014), pp.197-220.

Maria Schwarz-Woelzl, 'List - Leveraging the Digital & ICT Competences of Senior Women to Extenuate the Knowledge Divide', *Centrum Für Soziale Innovation*, [online] Available from: https://www.zsi.at/en/object/project/2761. [Accessed on 30th March 2020].

Smith, R.A., 'Measuring Neighborhood Cohesion: A Review and Some Suggestions', Human Ecology, Vol. 3, No. 3 (July, 1975)

Tasan-Kok, T., van Kempen, R., Raco, M. and Bolt, G., *Towards Hyper-Diversified European Cities: A Critical Literature Review.* (Utrecht: Utrecht University, Faculty of Geosciences, 2013).

Tigges, Leann M., Browne, Irene and Green, Gary P., "Social Isolation of the Urban Poor: Race, Class, and Neighborhood Effects on Social Resources", *The Sociological Quarterly*, Vol. 39, No. 1 (Winter, 1998).

Unknown, Author, 'About us', *Delft Voor Elkaar* [online] Available from: https://www.delftvoorelkaar.nl/over-ons/. [Accessed on 27th March 2020].

Unknown, Author, De Kuyperwijk District, *Gemeente Delft*, (November 14th, 2019).

Unknown, Author, 'Information about Kuyperwijk Noord', Alles Cijfers [online] Available from: https://allecijfers.nl/buurt/kuyperwijk-noord-delft/ [Accessed on: March 17th, 2020].

Unknown, Author 'LIST: Leveraging the Digital & ICT Competences of Senior Women. Methodological Guide. A guide to planning and delivering intergenerational digital workshops for women aged 50+', *European Union Lifelong Learning Programme* [online] Available from: https://www.zsi.at/object/project/2761/attach/LIST_Methodological_Guide.pdf. [Accessed on 30th March 2020].

Unknown, Author, 'Social neghbourhoods', *Delft Voor Elkaar* [online] Available from: https://www.delftvoorelkaar.nl/voor-inwoners/sociale-wijken/. [Accessed on 27th March 2020].

Unknown, Author (n.d.) 'Veiligwonen in Delft. Samenwerking met de bewoners, Beheerders van Buurtpreventie groepen, Gemeente en de Politie!', *Veiligwonen Delft*, [online] Available from: https://www.veiligwonendelft.nl/ [Accessed on: March 31, 2020].

Unknown, Author (no date), National Report - the Netherlands, Study on Volunteering in the European Union, Directorate General for Education and Culture, *GHK,* Available from: https://ec.europa.eu/citizenship/pdf/national_report_nl_en.pdf [Accessed on 27th March 2020].

Verga, J.L; Bado, M.S. and Forzinetti, M.E. "Identidad y sentido de pertenencia barrial respecto a los límites administrativos vigentes. Caso Villa Luro." *Revista Cuadernos de la facultad de humanidades y Ciencias Sociales de la Universidad Nacional de Jujuy*, 48, (2015) 29-49. http://revista.fhycs.unju.edu.ar/revistacuadernos/index.php/cuadernos/article/view/48/316

IImages

Figure 8 : 'Target Bronx Community Garden', NYRP, accessed 27 March 2020, https://www.nyrp.org/green-spaces/garden-details/target-bronx-community-garden.

Figure 9 : 'Social Garden: Van Deysselstraat 63 Amsterdam', Cascoland, Accessed 27 March 2020. http://cascoland.com/#/projects/cascoland-van-deyssel/buurthuis/.

Figure 10 & 11 :Cascoland Lab&Kitchen, (26 may 2019) http://cascoland.com/#/projects/asperen-labkeuken/asperen-event-op-26-mei/

Figure 12: LIST - Leveraging the Digital & ICT Competences of Senior Women" Source: https://www.zsi.at/object/project/2761/attach/LIST_Methodological_Guide.pdf

Figure 13: Coöperatieve Wijkraad (n.d.). Nieuws. Retrieved from: https://cooperatievewijkraad050.nl/nieuws/

Figure 14: Bausells, M., 2016. Superblocks to the rescue: Barcelona's plan to give streets back to residents. The Guardian. Available at: https://www.theguardian.com/cities/2016/may/17/superblocks-rescue-barcelona-spain-plan-give-streets-back-residents [Accessed March 30, 2020].