

## *From conflict to contact?*

Addressing the issue of safety through a multi-dimensional intervention in the Kuyperswijk South



**Course: Social Inequality in the City, Diversity and Design (2019/20)**

Instructors: Dr. Reinout Kleinhans  
Dr. Caroline Newton

### **Group 6**

Hanna Russchenberg	4989457
Elina Jonitz	5185033
Denise Kiers	4430670
Carla ten Kate	4386116
Anaïs David	5192994
Farieha Mirzada	5195527

## Table of content

Section	Page
<b>1. Introduction</b>	3
<b>2. Methodological approach</b>	5
<b>3. Analysis and contextualization of our research findings</b>	
3.1 Characteristics of the neighborhood	8
3.2 Fieldwork analysis - interviews and observations	12
3.3 Contextualization: putting the case study the Kuyperwijk in a broader context	24
3.4 Final conclusion of our analysis	27
<b>4. Design of the strategic intervention in the Kuyperwijk South</b>	
4.1 Outline of our program theory	29
4.2 Setting	31
4.3 Initiative one: From conflict to contact	33
4.4 Initiative two: Community garden	38
4.5 Initiative three: Community-built soccer field	43
4.6 Conclusion	48
<b>5. Reflection</b>	49
<b>6. References</b>	51
6.1 Web sources	53
6.2 Images	54
Appendix A: Interview guide	55
Appendix B: Respondents and individual characteristics	59
Appendix C: Preliminary findings	61
Appendix D: Respondent interview answers	71
Appendix E: Observation protocol - Kuyperwijk South (overall)	72



## 1. Introduction

In the city of the renowned *Delfts Blauw* exists a neighborhood known for its social housing capacity: the Kuypervijk. Composed of Kuypervijk North and South, this neighborhood is situated in the district of Voordijkshoorn. A family friendly area described by the municipality as a landscape of significant greenery and water (Voordijkshoorn, n.d.). This charming image encompasses the neighborhoods that form a part of the district. Nevertheless, the Kuypervijk South, a formerly sunny area known for the strong social bond among its inhabitants (Hoofs, 2020), has now made media headlines in a less positive context. An article by the *Algemeen Dagblad* mentioned issues such as litter and nuisance (Van der Velden, 2018). Furthermore, families considering moving no longer regard the Kuypervijk as a place to lay roots and raise a family. Many are moving to the area temporarily due to the low rent prizes provided by the social housing facilities. Consequently, the settlers are replaced by the *modern-day nomads* (Hoofs, 2020). As these nomads or *passersby* lay no roots, it complicates their will and/or need to establish a relationship with the community where they live. Thus, this creates a fragmented neighborhood where neighbors barely know each other.

In the light of the multifaceted struggles the Kuypervijk is experiencing, the municipality of Delft along with the Technical University Delft have joined forces to formulate fresh new ideas to improve the current situation in the area from a governance perspective. Thus, involving governmental and non-governmental actors such as the neighborhood residents. From this collaboration came the idea of the *Design Game*. This is a group project composed of field research and strategic planning, where students use a problem-based approach to identify key issues in the neighborhood to formulate a multidimensional intervention that also involves local residents (Kleinhans, 2020). The outcome of the *Design Game* is expressed through this report, where aside from combining the findings from the multidimensional research we strive to formulate an intervention that is in line with some of the goals espoused by the municipality for the Kuypervijk:

- More diversity with regard to housing typologies
- Stronger social capital among Kuypervijk residents
- More long-term residents and less *passersby*
- More middle-class residents (Hoofs, 2020).

As the Kuypervijk is a diverse area it is best to study each side individually. In order to better assess the inhabitants' struggles and formulate fitting solutions, this report will focus on the Kuypervijk South.

For that purpose, this report will look at the various aspects outlined above from the residents' perspective to identify which element most hinders the development of the neighborhood and its inhabitants. Our guiding



research question is: *“How do residents of the Kuyperswijk South feel about their neighborhood and to what extent do they see opportunities for improvement?”*

Subsequently, we will answer the following research question: *“Which strategic interventions can we as researchers suggest based on the residents’ perceptions of their neighborhood?”*

In order to answer the research, question several materials and methods have been used. The following chapter, chapter 2, will discuss the consulted sources and employed methods and provide the reader with critical observations about the limits of the collected materials. Chapter 3 will further contextualize the research topic in connection with secondary literature and quantitative data. Moreover, this chapter will also provide an analysis of the findings and a focus area of improvement, that will be further discussed in chapter 4. This latter section will present a strategic plan based on the most efficient road to improve relevant aspects of the Kuyperswijk South. Lastly, chapter 5 will provide a reflective piece on the acquired knowledge through the engagement with this research.



## 2. Methodological approach

As outlined in the introduction, the focus of our research question lies on personal feelings and perceptions of the residents of the Kuypervijk about their neighborhood and opportunities for improvement. Due to its emphasis on the social actors' perspectives, we decided to adopt an *explorative, qualitative research approach* in order to answer our research question. According to Barglowski (2018), qualitative research "is mostly interested in how actors construct and interpret the world surrounding them, and how these interpretations affect their actions, identities and everyday experiences" (Barglowski, 2018, 154). In qualitative research, interviews play a particularly important role as they allow the researchers to 'access' the lived experiences, everyday practices and opinions of actors through personal narrations. In this way, it is possible to get to know perspectives that might otherwise be overlooked, for instance in dominant discourses or accounts of the government. Because of the specific thematic focus of our research question, we chose to conduct qualitative, *semi-structured interviews* (Fedyuk & Zentai, 2018). Hence, before conducting the interviews, we identified aspects of interest and related questions and summarized them in an interview guide (see appendix A). The questions were organized according to main categories, such as 'housing situation', 'interaction/social cohesion', 'facilities and public space', or 'safety'. The interview guide ensures a certain comparability in the data analysis later in the research process (Schlehe, 2008).

We conducted the semi-structured interviews while walking and exploring the neighborhood. These *walking interviews* "use the space to learn more about the place, the human construct, from the people being questioned" (Larkham, 2018, 275). The interviews were conducted on three different occasions in March 2020: during the information market, in the afternoon on a weekday and in the morning on a Saturday. Going to the



Figure 1. Map of interview locations





neighborhood on three days and at different times, allowed us to talk to a variety of people. More information on the respondents will be provided on Chapter 3.

We employed the strategy of *purposive sampling*, i.e. we strategically approached people on the street based on their presence and assumed residence in the neighborhood since our research goal is to understand the personal perspectives of the neighborhood's residents (Bryman, 2016). Furthermore, we tried to interview people with various backgrounds (e. g. different gender, age or duration of stay). However, since purposive sampling is a non-probability form of sampling no claim regarding the ability to generalize the findings to a wider population can be made (Bryman, 2016). Consequently, the aim of our research is not to provide statistically representative findings, but to identify general social patterns represented by the sampled group of people. Barglowski (2018) describes the identification of these regularities as “social representativeness” (Barglowski, 2018, 158) of a sample.

We took a *thematic approach* to analyze our qualitative data. In the context of our research, we identified themes, i.e. main categories and related sub-categories, by looking at topics that were mentioned repeatedly by our respondents (Bryman, 2016). Moreover, we used social scientific concepts such as social cohesion as a starting point for the analysis. Our analysis was guided by our research interest, but we made sure to pay attention to other relevant aspects that came up during the interviews and did not ‘match’ our initial assumptions and expectations (Schreier, 2013).

Overall, the interviews enabled us to get a better idea of the subjective perceptions of the residents of the Kuyperwijk about their neighborhood (see detailed analysis in chapter 3). We specifically decided to keep the rather broad research question in the interviews and to only narrow it down later in the research process. In this way, we wanted to make sure to consider the residents' wishes and ideas in our design approach. The problem to be ‘solved’ will therefore be identified in the analysis of the collected information. Due to the weather conditions and time constraints from the respondents' side the interviews were rather short: many interviewees only agreed to talk to us under the condition that the interview would not take longer than a few minutes. So, while these *walking interviews* (Larkham, 2018) allowed us to learn more about the space and the people living in it, the interviews themselves were at times unstructured due to the spontaneous nature of the research approach. Furthermore, it is important to be aware of and reflect upon the fact that the entire research process is shaped by our personal and professional backgrounds (Fedyuk &



Figure 2. Shared backyard of housing complex between Van der Lelijstraat and Van Blommesteinstraat



Zentai, 2018). For example, we introduced ourselves as students from the TU Delft, mostly not living in Delft, and were therefore 'ascribed' to a certain role that, in turn, shaped the interview process. People seemed sometimes less inclined to tell us as 'outsiders' about their problems in the neighborhood. This may also be related to the low trust in governmental institutions (a conclusion that may be drawn from the statements made during the information market).



Figure 3. Houses on Van der Lelijstraat

Besides interviewing residents, we made certain observations in the neighborhood. Larkham (2018) argues that this "deep engagement with the messy complexities of real-world urban form has benefits, including a better understanding of smaller features that cumulatively create a character, the factors that shape the lived experience and the genius loci" (Larkham, 2018, 266). During our fieldwork, we paid particular attention to the housing situation (architecture of buildings, state of maintenance), use of public space and facilities (green areas, shops, construction sites), accessibility and connectivity of the neighborhood (e. g. bus stops, bike lanes), and people on the street. The observations made while walking through the neighborhood complement the statements made in the interviews. They allowed us to better experience and grasp the 'sense' or 'character' of the place (Larkham, 2018). We used photography to document our observations, thereby collecting a "data-rich record of visual elements of an urban landscape" (Larkham, 2018, 272). At the same time, we are aware of the fact that pictures represent only one form of reality because they only show a small part of a complex residential area. The act of taking a picture is - like the entire research process - influenced by the researcher's assumptions and expectations.

The data collected in the interviews and during the observations will be analyzed against the backdrop of existing theory, other empirical studies and specific information (e. g. statistics) on the neighborhood. Therefore, various literature on different aspects that were deemed relevant in the interviews (e. g. safety and social cohesion) will be collected and summarized. Specific literature on policy making will serve as the basis for the design approach, and in particular the strategic intervention.



### 3. Analysis and contextualization of our research findings



Figure 4. Kuiperwijk South profile

#### 3.1 Characteristics of the neighborhood

This paragraph will provide some background information on the Kuiperwijk South, through available statistical data and secondary literature. The paragraph serves as a supplement to the data collected through interviews with residents and other involved parties. The topics that will be addressed are the socio-economic background of the residents, housing, social cohesion, safety, and, finally, public space. These are the subjects that the residents are most concerned about, as will be discussed in section 3.2.

With regard to the socio-economic make-up of the residents, there are three aspects that stand out: age, income and family size. The biggest age category living in the Kuiperwijk South is 25 to 44 years old's (33%), which makes this neighborhood younger than other

neighborhoods in the Netherlands. Another important aspect of the Kuiperwijk South is that it houses more lower incomes and far less higher incomes compared to the rest of the Netherlands. These numbers have a significant effect on the neighborhood as well as the municipality. As many lower income residents depend on social benefits from the municipality and are also unable to invest in the neighborhood. Lastly, the number of single households in the Kuiperwijk South are increasing on average faster than elsewhere in the Netherlands (Delft Kuiperwijk Zuid, n.d.).

With regard to housing, there is a lot more to say about the Kuiperwijk South. In its Woonvisie 2016-2023, the municipality of Delft summarizes its visions for the housing market. The vision proposes strengthening the business environment, solidifying a stronger identity, providing a sustainable stay for students and employees, establishing a mix of various backgrounds and a future-proof housing stock, which also means a well-balanced housing demand and supply (Gemeente Delft, 2016b).

A first big step has been set with regard to the last point. Currently, we see a high number of multi-family houses in the Kuiperwijk South while we also have established that the number of single households is rising in this neighborhood. Additionally, the large number of post-war houses in the Kuiperwijk are in poor condition and deteriorating more so every year. This has led to the demolition of 86 maisonnette houses on the Van der





Goesstraat and the Van Schuijlenburchstraat to make room for more single households and sustainable homes (Van der Goesstraat & the Van Schuijlenburchstraat, n.d.).

It is also noteworthy that the current percentage of social housing in Delft is very high (>50%) compared to other cities in the Haaglanden region. This makes it attractive for many people that cannot afford a house in the big neighboring cities, Rotterdam and the Hague. Moving to Delft provides a cheaper alternative. Four possible explanations for the relatively large portion of social housing in Delft are: (1) historically, Delft was known to be

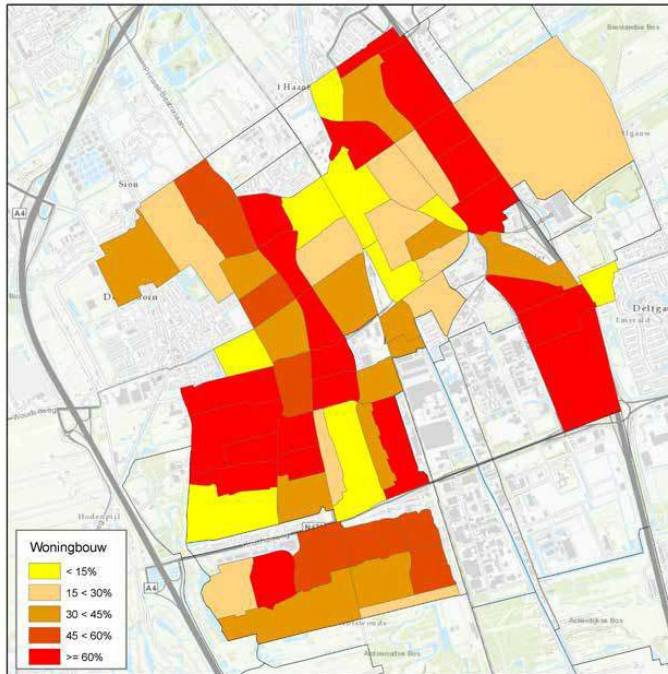


Figure 5. Construction year of buildings in the Kuyperwijk South

an industrial working-class town and had therefore attracted many workers and their families; (2) the dominance of labour parties in local politics, that demanded more social housing. Furthermore, a possible third and fourth explanation for the significant number of social housing in the Kuyperwijk South, are the facts that (3) properties in neighborhood are built on loose sand (weak foundation) and (4) the majority of the properties are post-war (built between 1946-1969; Woonvisie Delft, 2016, 43); both components explain the poor quality of the houses and possibly why these have become social housing.

Although Delft offers cheap housing and it is even easier to buy a house in Delft, we notice two problems: (1) the outmigration of affluent people

and, additionally, (2) a large number of *passersby* settling shortly in Delft, especially in the Kuyperwijk South. This again shows that the problems in the Kuyperwijk South are not just 'stone & brick-problems' but that there are many unresolved social issues. In fact, the Kuyperwijk South scores low on social cohesion. There is a relatively weak sense of community and residents show low levels of trust (Gemeente Delft, 2016a, 2018). The Leefbaarheid report shows a visible correlation between the level of connectedness to the neighborhood, feelings of joint responsibility, and assertiveness of residents to act in favor of their neighborhood. However, as the Kuyperwijk South scores below average on connectedness to the neighborhood, this may impact the responsibility and assertiveness of the residents negatively, which is also identified in the interviews that will be discussed in section 3.2.



Furthermore, connected to low levels of social cohesion are feelings of loneliness among residents. In this context, it is important to notice that the Kuyperwijk South has a high share of people with (severe) feelings of loneliness, as shown in the Leefbaarheid reports from 2015 and 2017.

We can conclude from the same report that low-skilled as well as non-western residents in Delft score lower on co-responsibility in the neighborhood, as shown by figure 6. Assuming that the majority of the low-skilled workers receive lower incomes, and since the percentage of lower incomes concern almost half of the residents of the Kuyperwijk South, this might significantly impact the numbers on co-responsibility

among residents of this neighborhood. The number of residents with a non-western background is 18,9% in the Kuyperwijk South, which is also significant. It is important to mention that the groups mentioned can overlap. Additionally, the graph also shows residents who have been living for two years in their neighborhood (at the time of the survey) also score considerably low. This latter group shows the inconvenience many *passersby* can unintentionally create because of their temporary stay in the Kuyperwijk South. And as we have already established, the neighborhood continually receives a large number of *passersby*.

When we look at safety and the feelings of safety in the neighborhood, it seems difficult to measure this on the basis of statistics. The averages of Delft are available, and we can conclude from those numbers that feelings of safety on average compared to the rest of the Netherlands have been constant from 2008 onwards or have even increased (Gemeente Delft, 2016a, 2018); Veiligheidsmonitor 2019). The CBS database also provides information on the safety feeling of the broader Delft population, where, specifically, the issue of young men hanging around is observed. In 2017, 50,4% of the respondents said to not feel safe in such a situation, while only 40% stated this in 2019. Thus, there is a general increase in the feeling of safety in Delft in general. Nevertheless, it is also apparent from the Leefbaarheid report of 2017 that residents with a non-western and low-skilled background feel more unsafe. Both groups are largely represented in the Kuyperwijk South. With

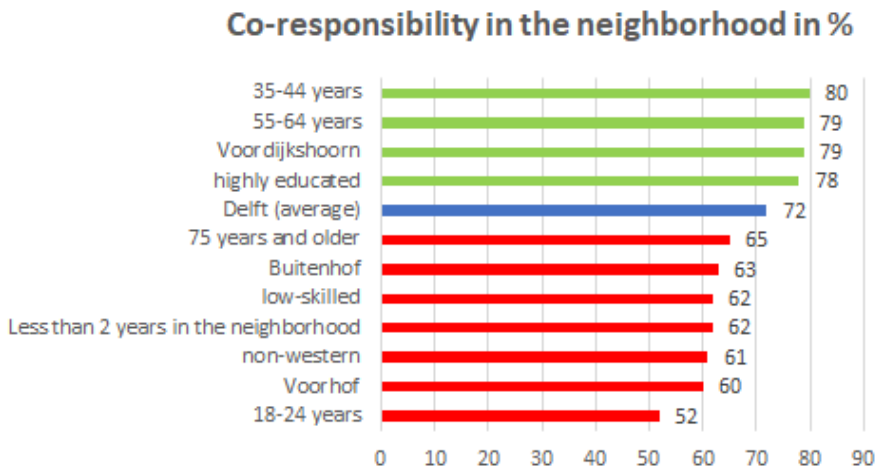


Figure 6. Percentual rating of the co-responsibility felt by residents of Delft for their neighborhoods (Gemeente Delft, 2016a, 2018)



regard to the public space in the Kuyperwijk South, residents are most satisfied with the level of public lighting and the maintenance thereof (73%) and the number of green areas (70%) as we can deduct from the Leefbaarheid reports (Gemeente Delft, 2016a, 2018). Residents are least satisfied with the number of waste bins in the district (29%) and the cleaning and maintenance of recreation facilities (30%). The interviews in the following section with residents provide an in-depth look at these numbers.

While this section described the characteristics and current issues of the Kuyperwijk South identified by the municipality, the following sections will look more closely at the perspectives of the residents. First, the findings from the interviews and observations will be presented. Second, the main aspects will be identified and further contextualized.

### 3.2 Fieldwork analysis - interviews and observations

In total, we talked to 18 people (twelve men, six women) between the estimated age of 20 and 60, with more than half of the sample being 40 years old or older. Our respondents have been living in the Kuyperswijk for one to 32 years, with an average of ten years for eight respondents. Among our respondents were residents who we approached on the street, two police officers who shed more light on the 'safety issue' in the neighborhood, and representatives of the municipality and the housing company Vestia. An overview with more detailed characteristics of each respondent can be found in the appendix. Moreover, we talked to two *buurtverbinders*, i.e. community representatives. Due to their experience in the neighborhood they were able to give us an overview of current developments in the Kuyperswijk South and general concerns of its residents. Their observations correspond to many of our respondents' statements and are therefore helpful to put our research findings into a broader context. Their role in our interventions will be explained further in chapter 4.

There are several conclusions we can draw from the street interviews in this - to use the residents' own words - "working-class (R15), divided between North and South (R17), cozy (R12), quiet (R13) and normal (R14) neighborhood". The section below is structured according to the main categories that our interview questions were based on and gives an overview of the respective answers provided by our respondents. As part of our thematic analysis, the statements of the residents were summarized and further visualized in tables to show how many times certain aspects were mentioned. The numbers in the 'respondent' column each correspond to a number in table 1 in appendix A. In this way it is possible to explore to what extent opinions differ according to individual characteristics such as the duration of stay in the neighborhood - although no causal links can be established based on the collected material. Each paragraph ends with a short concluding remark.

#### A. Positive characteristics

When we asked about the positive characteristics of the neighborhood, several aspects were named, including the social and calm atmosphere of the neighborhood, the helpful nature of the neighbors, the availability of "nice stores", the neighborhood's greenery and its proximity to the city center. Of these positive characteristics the one most frequently mentioned was the calm environment of the neighborhood. Besides these aspects that were evaluated positively by the residents, representatives



Figure 7. Square between Sasboutstraat and Van Foreestweg



of the municipality of Delft, the police and the housing company Vestia stressed the positive and good collaboration between them. Vestia can, for instance, help officers to enter certain houses if needed (R6 & R8).

Table 1 <i>Positive characteristics*</i>		
	Times mentioned	Respondent
<b>Social neighborhood</b>	II	11, 18
<b>Helpful neighbors</b>	I	11
<b>Not many problems or nuisance</b>	II	12, 13
<b>Quiet environment</b>	IIII	12, 13, 16, 17
<b>Nice collection of stores close by</b>	II	11, 14
<b>Lots of green</b>	I	15
<b>Close to the city center</b>	I	17
<b>The neighborhood center</b>	I	4

\*For the generation of this list we only used positive characteristics that were named when we asked the question: “What do you like about the neighborhood?”. Positive characteristics that came up later in the interview as response to other questions will be described under the respective category (e.g. public space). Green denotes aspects mentioned on the social level, blue denotes aspects on the physical level.





Based on the respondents' statements it can be concluded that the residents of the Kuypervijk see positive aspects on a *social level* (e.g. regarding the social and helpful nature of community) and on a *physical level* (e.g. location of the neighborhood, green areas or stores). Spatially, the positive characteristics of the neighborhood are reflected in the positive evaluation of specific places in the neighborhood (or nearby), namely a park, the stores and the community center (see hearts in the map below).

Other places were, in turn, evaluated negatively (see main square on the North side or construction sites). These points of improvements are elaborated on in the next section.



Figure 8. Shops in the Kuypervijk South on the Van Schuijlenburchstraat facing the square between Sasboutstraat and Van Foreestweg

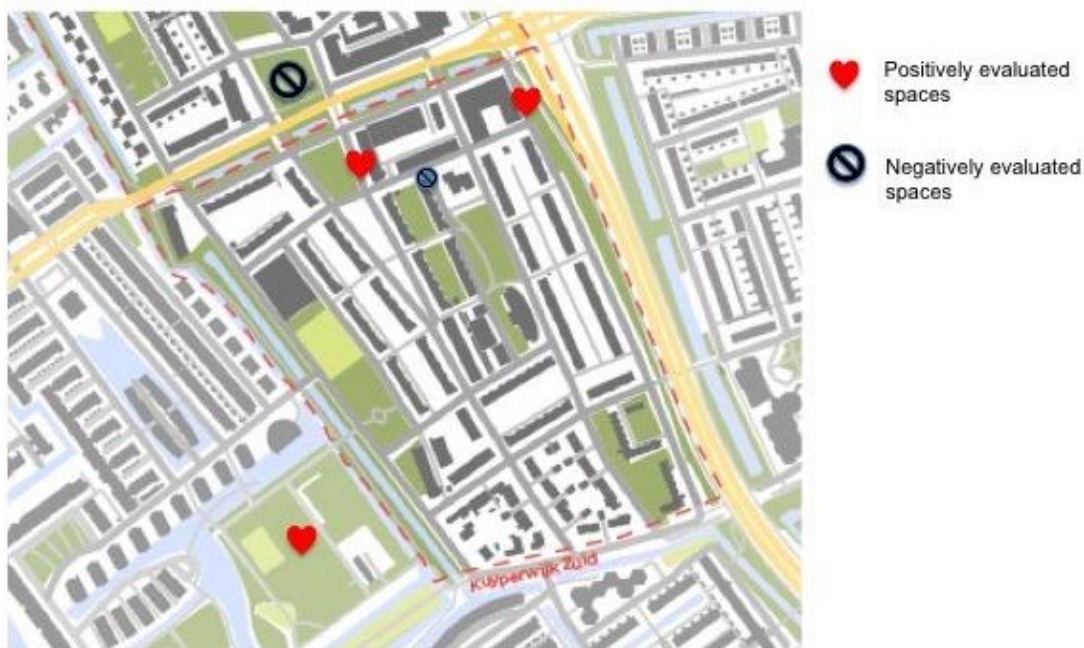


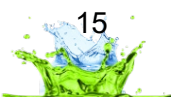
Figure 9. Map showing places respondents marked as positive or negative



## B. Points of improvement

When we look at the points of improvement, we can see that safety, or the perceived lack therefore is considered a crucial element of improvement. Most respondents shared the opinion that the issue of “people hanging around on the street at night” should be solved as it contributes to the feeling of being unsafe. This is mainly an interpersonal or social aspect. On the other points of improvement people are relatively divided as can be seen in the table below.

Table 2 <i>Points of improvement*</i>		
	Times mentioned	Respondent
Unsafe because of people	IIII	
Robberies	I	13
Young men hang around at night	III	1, 14, 15
Drunk people at the café	I	16
Not a good social balance	I	17
Renovation of social housing necessary	I	18
Lack of coziness	I	11
Bad traffic situations (unsafe for kids)	I	15
Littering	II	1, 5
Lot of construction	I	11
Bad communication about construction	I	11
Public space	I	3
None	I	12



\*For the generation of this list we only used positive characteristics that were named when we asked the question: "What do you not like about the neighborhood and what could be improved?". Positive characteristics that came up later in the interview as response to other questions will be described under the respective category (e.g. public space). Green denotes aspects mentioned on the social level, blue denotes aspects on the physical level.



Figure 10. Depiction of litter in the Kuyperwijk South

Some of these points of improvement coincide with questions that we asked the respondents later on in the interview, for instance questions related to safety, social cohesion, use of public space or aesthetics. These topics were a priori included as separate categories in the interview guide. Based on the collected material, it can again be concluded that negative aspects and/or points of improvement are based on a social level (e.g. lack of social balance, drunk people, men hanging around), predominantly associated with the issue of safety. Negative characteristics on the physical and structural level include littering, poor maintenance of housing or the bad traffic situation. Some of these aspects will be discussed in more detail in the following paragraphs. There are also some points of improvements that fall outside of our originally set up categories, for example construction and bad traffic, which will be considered in our analysis.

### C. Housing situation

During the interviews we asked some of the respondents if they were satisfied with their current living situation and whether they wanted to stay in the neighborhood. When we look at the people who stated they want to remain in this neighborhood we can see that these respondents have lived in the Kuyperwijk South significantly longer (R17, R18) than the residents who said they would move when given the opportunity (R14, R15). The people who wanted to remain in the Kuyperwijk were mostly men of an older age group and the respondents who wanted to leave were young(er) mothers. Although it must be said that no certain conclusions can be drawn on this subject because of the small number of participants. Two respondents explained that they moved to the neighborhood because of the housing price and/or the availability of housing (R4, R14). With regards to future housing development, it was argued during the information market that it might be unwise to



place social housing stock and owner-occupied houses together. Buyers might pay more attention to the maintenance of their houses than renters. This may lead to house-owners moving away from the neighborhood due to the potentially badly maintained houses of renters (R1).

When it comes to the housing situation the main conclusion that we can draw is that the respondents have divided opinions on this matter, which is probably related to the reasons why people moved to the neighborhood in the first place. This problem can be addressed on a social as well as on a physical level. In this way people might not move to the neighborhood for the low price or availability but for safety and a well-maintained environment. This aspect will be taken into account in chapter 4.

#### **D. Social cohesion/interaction**

Based on the collected data we can infer that the interaction within the neighborhood takes place mainly between direct neighbors. But even though the sense of belonging to the neighborhood appears to be limited a lot of people do not seem to experience this as a problem. The direct contact with the neighbors is described as positive. It was also said that the problems in the neighborhood can help to bond with the neighbors (R5). Moreover, one person who worked in the area pointed out that shop owners help each other with advertisements (R16). One of the residents also mentioned that he employed people from the neighborhood for the company he works for (R18). These statements coincide with the previously discussed positive aspects of the neighborhood, namely the social and helpful environment.

Table 3 <i>Level of contact</i>		
	Times mentioned	Respondent
<b>No</b>	I	15
<b>Direct neighbors</b>	IIIIII	1, 5, 12, 13, 14
<b>Street</b>	-	-
<b>Block</b>	I	17
<b>Whole neighborhood</b>	I	18
<b>Friends and family</b>	I	12





Other stores	I	16
--------------	---	----

An interesting aspect that we gathered from the interviews was that someone who did not feel connected to the neighborhood and only had interaction within his direct neighbors still wanted to stay in the neighborhood (R17). No one explicitly pointed out feeling connected to this neighborhood, but someone mentioned being connected to Delft in general (R13). What also became clear from the interviews was that borders within the Kuypervijk are perceived differently. Instead of looking at the Kuypervijk as a neighborhood people seem to perceive their own block as a neighborhood that is separated from the rest of the Kuypervijk by artificial borders such as a road or a different building typology (R17).

The police officers and Vestia argue that social cohesion and engagement is low in the neighborhood. But there are some initiatives that indicate social cohesion and engagement within the neighborhood. Someone from the single-family homes said he and his neighbors were discussing green roofs for more sustainable homes (R17).

Altogether we can conclude that most of the contact within the neighborhood happens between direct neighbors. Even though respondents do not seem to perceive this as a problem we will come back to the question of social cohesion in the neighborhood as a mechanism that might help solving problems regarding safety on a social level. We will elaborate more on the benefits of social cohesion and its relation to safety in chapter 3.3.



Figure 11. This is a canal dividing social housing on Teding van Berkhoutlaan, and higher income housing across the canal





## E. Facilities and public space

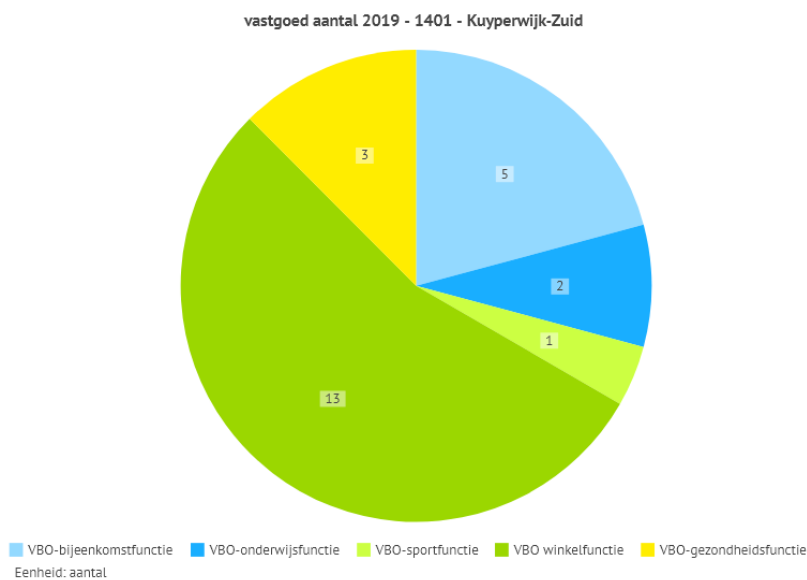


Figure 12. Pie chart showing the total number of non-residential facilities (CBS-BAG, n.d.)

In figure 12 some of the most important non-residential facilities are displayed in total numbers. The observable majority of public spaces displayed in dark green are stores, which are also a popular characteristic of the neighborhood identified by the respondents. Besides stores as the most used facilities, respondents mentioned the pharmacy and the doctor's office when asked about their use of public space and public facilities in the neighborhood. Furthermore, the community center *De Parel* was

mentioned, although not that frequently. A woman explained that this was because people are unaware of its existence (R4). Moreover, people did mention that there was an old community center frequently used by the residents, but it was sadly demolished.

When we asked for missing facilities a shop owner stated that shops like Kruidvat are not present in this neighborhood. These kinds of shops would help bring people to the neighborhood, which would be good for her shop as well (R16). The facilities and public spaces that respondents would like to add to the existing facilities also differ for different age categories. A man, probably in his twenties (R13), would like to have leisure and sport facilities for his age group. He said that there are enough spaces for younger generations, but a soccer field for his generation would be a good addition. Not everyone agreed with the fact that there are enough facilities for younger children. A mother said she would like more playgrounds in the neighborhood (R15). Another resident emphasized that it would help the neighborhood if the people hanging around on the street would get a place to meet each other (R18). It was proposed to add more benches to the neighborhood. However, one resident argued that this might also increase the number of people hanging around and drinking in public areas (R1).

When we asked people if they were well informed about the activities in the neighborhood they often were not. However, it was also said by a resident that this is mostly because he is not interested in knowing and that if he wanted to know he could easily find the information (R17).



When it comes to public facilities, we can conclude that on the physical level well known or popular stores as well as more spaces for differing age categories could be added. When it comes to the social level, more awareness for the existing community center *De Parel* could be raised. When making adjustments in the public space, possible unintended consequences should be kept in mind.

## F. Safety

Table 4 <i>Do you feel safe?</i>		
	Times mentioned	Respondent
<b>Yes</b>	III	12, 13, 17
<b>No</b>	IIIIII	1, 2, 5, 11, 14, 15, 16

As previously mentioned, (in section B) safety and/or the feeling of being unsafe was mentioned several times during our interviews. Although there are break-ins and hearsay about other possible criminal activities in the area some respondent said they still felt relatively safe in the neighborhood (R13, R17). However, many do not feel safe due to shootings (R1), nuisance, or people sitting in their car on the side of the road at night ‘who don’t belong there’ (R11). It was mentioned that this problem is located around the Van Foreestplein and at the café de Boog. This identified problem regarding young men hanging around in public areas is not an area specific problem. Moreover, respondents underlined that during the day they feel quite safe, but not at night (R11). Additionally, they believe the elderly are especially vulnerable in the context of break-ins (R13).

There is also a reporting issue in the neighborhood according to one respondent. First, because she is afraid that her name will be mentioned to the people they reported and that these people will harass her later on. She even mentioned taking different routes to avoid the people they reported to the police. Second, because a respondent pointed out that the police do not give proper feedback when a report is made (R5).

According to one resident (R18) the people who are causing trouble are from another neighborhood. He does not blame them for the trouble and believes they just need a place to meet. Moreover, a police officer argued that the people causing trouble are not only youth, but Kuyperwijk residents with Antillean backgrounds between 25 and 50 years old (R7). This reference to people from ‘outside the neighborhood’ implies that residents themselves do not see the roots of the problem within their own neighborhood.



A suggestion made regarding safety is to change opening hours of the night shop (R5). People buy their alcohol there and then stay and hang around. If they cannot get more alcohol they might leave. Also, a new police station nearby might help, more surveillance cameras (R5), or a 'wijkapp' to communicate with each other. (R14)

It can be concluded that the perceived lack of safety is seen by most of the respondents as an important problem on the social level to address. Suggestions made to improve safety involve different actors, namely the residents, the police and the stores.

### G. Aesthetics

There were several comments made on the aesthetics of the neighborhood, like the fact that there is a lot of trash on the roadside and that trash bins are too full. More trash bins should be placed (R5). Furthermore, a few buildings need maintenance or should be rebuilt entirely (R18). There is a big contrast between the old and the new buildings, but also between social housing and for example houses for sale. The sidewalks are also badly maintained, a problem that, according to a respondent, the municipality was supposed to fix. The fact that they did not do this lowers the respondents' trust in the municipality (R2). The municipality does not communicate well with the residents about when construction is going to take place according to one respondent (R11).



Figure 13. Uneven and broken sidewalk tiles

In addition to the badly maintained sidewalks, there is graffiti on some walls and other objects. Although it was mostly observable in the images below, graffiti is often seen as a serious sign of neighborhood deprivation (Haghighat & Kim, 2009). Many residents of the broader Delft population are unaware of graffiti expositions in their surroundings. And approximately 50% believe the sightings have remained unchanged (Gemeente Delft, 2018).



Figure 14. Graffiti on various objects through the Kuyperwijk

Not everyone evaluated these aesthetics negatively, a few people also mentioned that it is pretty clean and there is a nice park close by (R14), see table 4 on the next page. The observations we made also support this relative cleanliness expressed by the residents. There were limited sightings of litter. At most there were one or two bottles in some parts of the neighborhood. But it was very scattered and did not give the impression of the neighborhood being messy or dirty. Nevertheless, the opposite experience by certain residents can be explained by the duration of their stay in the neighborhood. Evidence from the *Leefbaarheid in Delftse wijken* report shows that about a third of the population believes that the upkeep of their neighborhoods has decreased, and a fourth believes it will keep decreasing (Gemeente Delft, 2018).



Table 5 <i>Respondents' impression of the Kuyperwijk South</i>		
	Times mentioned	Respondent
Nice recently renewed park looks good	I	13
Bad maintenance	II	15, 17
Not clean	II	11, 12
Clean	II	14, 16
Big contrast between social housing and certain new buildings	I	18
Bad maintenance of sidewalks	I	2

Some of the respondents' remarks collided with what we saw in our observation, for example the littering. Other remarks, like the bad pavement, were clearly visible. The opinions on the aesthetics of the neighborhood were also divided and no clear conclusion can be drawn. Nevertheless, it is necessary to consider improving the aesthetics of the neighborhood, since a well-maintained neighborhood might help attract outsiders to the neighborhood as well.

#### H. Improvements mentioned outside of the categories in the interview guide

A point that was brought up during the interviews was the water that surrounded the neighborhood and separated the north and the south part from each other. More bridges or even removing this water was mentioned to create a better connection (R13, R16). Another point that came up was the fact that the traffic situation was not safe and very busy due to residential and commercial buildings blocking the view on the road. Mirrors should be placed to be able to look around these corners and make it safer (R14). In the next section the findings will be further contextualized.



Figure 15. Old social housing that will be demolished on the Van Kinschotstraat





### **3.3 Contextualization: putting the case study the Kuypervijk in a broader context**

In this section, our findings will be put in a broader context. This will be done by linking existing theories, other empirical studies and secondary data to the main findings from our fieldwork.

#### **A. Safety**

Throughout the interviews, feeling unsafe became apparent as the most important theme which should be improved. Safety is a broad term and should be further specified in the context of our research. Residents predominantly said that they felt unsafe due to nuisance coming from “people hanging around at night at the Foreestplein”. This perceived lack of safety can fit into the term ‘subjective social safety’, which is the degree to which someone feels threatened in his or her living situation due to offenses, violations and serious nuisance, such as hang youth, noise pollution or intimidation (Elffers & de Jong, 2004, 11). So, in our research, safety refers more to a subjective feeling and does not reflect the objective safety, i.e. crime statistics or rates. This makes subjective social safety a more diffuse term (Elffers & de Jong, 2004).

Our overall goal will be to improve feelings of safety in the Kuypervijk South, which will be a process over the long haul. Besides feeling unsafe, poor quality of public facilities and housing space were mentioned as well during the interviews and should be part of our focus point as well. The upgrading of the public space can be addressed more in the short run and can contribute to more feelings of safety and help us reach our long-term goal. Besides the upgrading of public space, the low degree of social cohesion in the Kuypervijk South should be tackled as well. Although this was not perceived as an issue by the residents, it can lead to more feelings of safety, so it is important to include this as well in our intervention. And again, social cohesion can also be achieved more in the short run. In the following sections, this will be explained more in detail using secondary literature on the different connections between safety and social cohesion and safety and public space. The contextualization of the research findings serves as the basis for our design approach (see chapter 4) in order to address the most prevalent issues in the neighborhood.

#### **B. Safety and social cohesion**

Social cohesion as a concept contains a lot of different definitions, so a clear, delimited definition for our research is desirable. According to Kleinhans (2012) it can be defined as “the social connections that help cement stable relationships between members of a social system (e.g., a family, organization, or society as a whole)” (Kleinhans, 2012, 590). Hence, it contains the degree of connectedness or interactions with other individuals and solidarity within groups or communities. Social cohesion is composed of three parts: social interactions, shared norms and values about the neighborhood, and identification or connectedness with the neighborhood (Bolt &



Torrance, 2005). According to criminological studies, social cohesion is desired because it can increase both feelings of safety and the actual levels of safety (Engbersen, Snel & Weltevrede, 2005; Sampson, Raudenbush & Earls, 1997). More social cohesion can increase the social capital of individuals which can lead to more support from their networks in the neighborhood. Here, it is argued that these networks and daily social contact can increase feelings of safety among residents (WRR, 2005). The aspect of trust is crucial; more social cohesion can increase levels of trust in the neighbors and the police, which can lead to more feelings of safety (WRR, 2005). Moreover, familiarity also plays an important role in this. Having more social interactions can lead to more familiarity, which acts as a positive contributor to people's feeling of safety. This familiarity regards the relationship between shop owners, employees, visitors and residents of the area. Crowe and Fennelly (2013) describe that seeing and interacting with people that are familiar results in a feeling of community, and ultimately in feelings of safety. Concerning social interactions with specifically neighbors, different types of contacts can be distinguished ranging from more weak or superficial ties towards more strong ties (de Kam & Needham, 2003).

Connecting this to our findings, it can firstly be said that the social interactions between residents within the Kuyperwijk South are limited to only having contact with their direct neighbors. Moreover, social involvement and connection to the Kuyperwijk South and the overall social cohesion in the neighborhood are perceived as low. Most of the residents we interviewed did not perceive this as a problem. However, many residents did say that they feel unsafe in their neighborhood. Existing empirical research on social cohesion confirms these types of feelings, mainly by saying that these studies have shown that “disorder and lack of social cohesion are associated with greater incidence of mental distress and criminality in neighborhoods” (Galster, 2012). More mental distress and criminality could be an explanation for the perceived lack of safety described in the interviews by the residents of the Kuyperwijk South. As described in the previous section, increasing the level of social cohesion could strongly lead to more feelings of safety for several reasons. So this might be a strategy of which the residents are not aware yet, but that could be a good starting point for our intervention in establishing a safer neighborhood.

Overall, based on the literature, we can conclude that increasing social cohesion through social interactions will help to reduce *feeling unsafe* and can contribute positively to the liveability in the Kuyperwijk South.

### **C. Safety and public space**

Regarding the physical characteristics of the Kuyperwijk South, residents have mentioned (and we observed) badly maintained sidewalks, graffiti on some walls and other objects and many bothersome construction sites. Additionally, some residents say that the cleanliness of the neighborhood, regarding for instance litter on the streets, is suboptimal. Galster (2012) describes that the quality of the physical surroundings of a neighborhood



can strongly impact the psychological conditions of residents. Decaying physical conditions like deteriorated structures and public infrastructure, reflected in litter, or graffiti, may induce a sense of powerlessness within the neighborhood residents (Galster, 2012). The sense of powerlessness, also related to the resident's willingness to report and take responsibility for their neighborhood, is something that should be taken into account in developing a strategy for the neighborhood.

Apart from influencing the psychological conditions of the residents, the quality of the public space and how it is used also plays a big role in the sense of safety of residents. Crowe and Fennelly (2013, 280) describe that "the proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime, and to an improvement in the quality of life". Different elements such as activity on the streets, presence of built features, maintenance of public areas and green spaces, proper lighting, sight lines and scale positively influence the feeling of safety among residents (Crowe & Fennelly, 2013; Sreetheran & van den Bosch, 2014) and should be taken into account when developing our strategies for the Kuyperswijk South. Of the issues related to the built environment mentioned in section 3.2, there is one that our interventions will not cover; sidewalk maintenance. It is not based on lack of importance, as literature shows that residents' perception of danger is linked to sidewalk maintenance (Hong & Cheng, 2014). Thus, by improving the sidewalk conditions in the area the residents can feel safer. As such interventions are extensive and formulated by the municipality, we encourage them to plan a sidewalk reconstruction project to boost the feeling of safety in Kuyperswijk as soon as their budget allows.

Additionally, research shows that natural environments and green spaces in general are associated with enhanced reduction of anger, frustration and aggression (as well as aspects such as health and wellbeing), ultimately enhancing feelings of social safety (Groenewegen *et al.*, 2016; Maas *et al.*, 2009). This could explain the residents' overall satisfaction with the green space in the Kuyperswijk South, which we should build upon in developing our interventions.

Finally, we can conclude from the literature that there is a positive relation between the perceived quality of outside public spaces and shops and the feeling of community within neighborhoods (Francis *et al.*, 2012), demonstrating a clear relationship between physical and social levels within the neighborhood. Dempsey (2008, 2) confirms this by stating that "perceptions of quality of the neighborhood and the level of maintenance and the character of the neighborhood are positively associated with a sense of community and place attachment". Also, research has shown that public spaces such as urban parks, as places where informal social interactions take place, can promote social cohesion (Peters *et al.*, 2010).



### 3.4 Final conclusion of our analysis

In this section, we come back to our guiding research question and the related question, which are:

- *‘How do residents of the Kuyperwijk South feel about their neighborhood and to what extent do they see opportunities for improvement?’*
- *‘Which strategic interventions can we as researchers suggest based on the residents’ perceptions of their neighborhood?’*

During our interviews, respondents pointed out a variety of positive aspects as well as possible improvements that could be made in the neighborhood. Drawing on the findings of our thematic analysis, we will focus more in depth on a few of these aspects in our design project. We will strengthen and build on the existing positive characteristics of the neighborhood, such as the willingness to help and cooperate with each other, in order to address the more negative aspects. We distinguished aspects that were identified on the *interpersonal or social level* from issues on the *physical or structural level*. We are aware that these two levels interact with and influence each other. It is therefore important to consider both levels and their interconnectedness in our approach.

When we look at the *social level* it is very clear that safety or the lack thereof should be one of our focus points. Related to this aspect is the question of social cohesion. Even though it is not stressed as a problem by the respondents, more social cohesion could help solve the problem of safety (see chapter 3.3). Another problem that should be addressed is people moving to the area only because of cheap housing and availability. These people often plan on staying short term. For this reason, they might not feel as inclined to seek social contacts or help the neighborhood improve. Besides these two aspects on the social level, the most relevant elements on the *physical level* are related to the use and structure of public space and the overall maintenance of the neighborhood. We can therefore focus on a potential ‘upgrading’ of the residential and public area. This involves for instance adding facilities as well as maintaining a visually attractive space.

The focus of our design approach is in line with the *buurtverbinders’* statements who confirmed that safety - especially in relation to young people ‘hanging around’ - is a major issue in the neighborhood. They further mentioned insufficient public facilities, poor aesthetics and low social cohesion as points of improvement.

The following chapter describes our design approach in more detail. First, the outline of our program theory on which our intervention is based will be presented. Second, relevant existing structures, networks and ‘talents’ will be introduced as they form the basis/starting point of our interventions. Third, new means of communication and their role in the successful implementation of the intervention will be highlighted. Lastly, the two activities



that are part of our approach will be described in detail, with a focus on involved stakeholders, potential costs and spatial distribution.

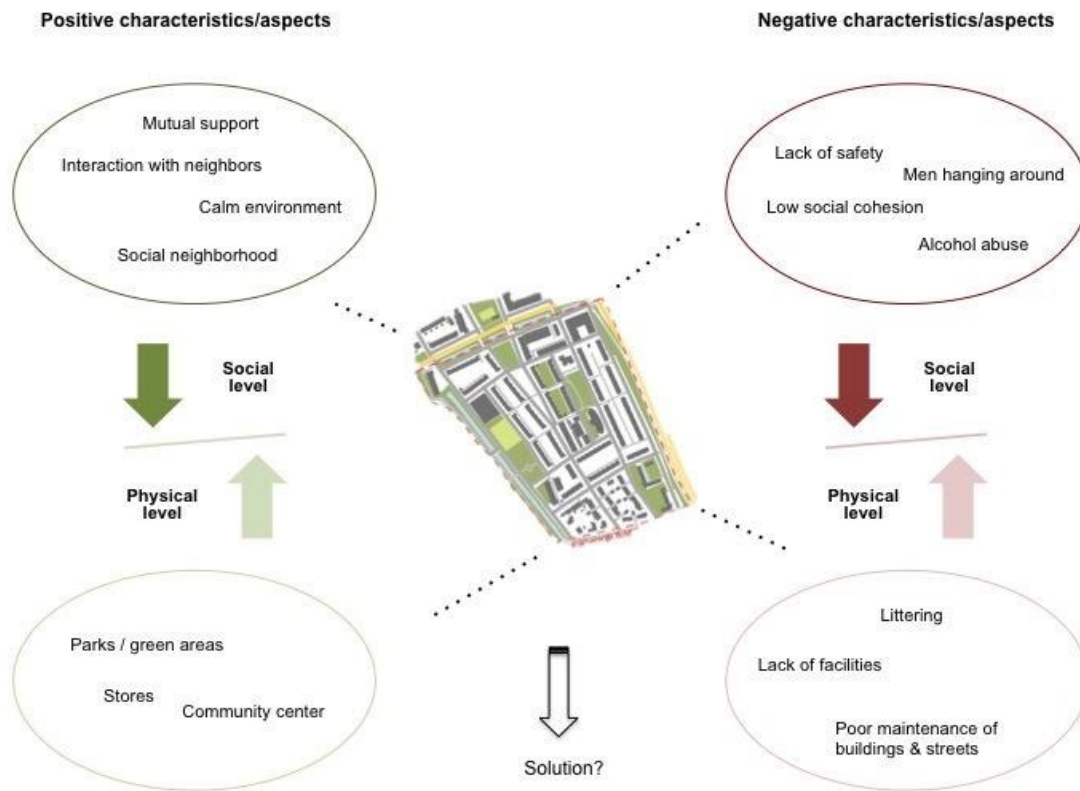


Figure 16. Summary of our research findings





## 4. Design of the strategic intervention in the Kuyperswijk South

### 4.1 Outline of our program theory

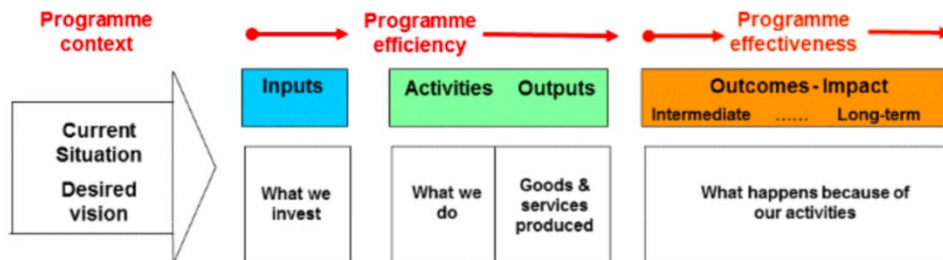


Figure 17. Program Theory outline (<http://learningforsustainability.net/theory-of-change/>)

According to our respondents, the current situation in the Kuyperswijk is characterized by different levels of “area disorder” (Kramer, Harting & Kunst, 2016), namely *physical disorder* (graffiti, litter, poor maintenance of housing and sidewalks) and - more importantly - *social disorder*, i.e. nuisance from a group of people ‘hanging around’ the main square. These levels of area disorder ultimately cause residents to feel unsafe in their neighborhood. Consequently, our overall aim is to address the perceived lack of safety among the residents of the Kuyperswijk. This is considered especially important since ‘feeling unsafe’ may reduce the residents’ quality of life because it negatively affects their health “by increasing stress, anxiety, physical inactivity, or social exclusion” (Kramer *et al.*, 2016, 1).

As described in chapter 3.3, subjective feelings of safety may be increased by fostering social cohesion between people, and through a proper design and use of public space (Crowe & Fennelly, 2013; Engbersen, Snel & Weltevrede, 2005). Hence, our proposed interventions aim simultaneously at bringing people from diverse backgrounds together by creating encounters for interactions, and at ‘upgrading’ the built environment of the neighborhood. More specifically this means that our **long-term outcome** - a higher level of perceived safety among the residents - will be complemented by **intermediate outcomes with** regards to an increased level of social cohesion and resident-oriented use of public space. These outcomes will be achieved through the implementation of **two activities** in the Kuyperswijk South that each require the involvement and the engagement of the neighborhood’s residents. They further contribute to the improvement of the built environment.

However, before the activities can be implemented, the issue of communication needs to be addressed first. We will hereby try to increase the frequency and quality of contact between residents and the municipality and create a solid base of communication. This will ensure the success of our activities planned in the neighborhood.



Suggestions on this matter will discuss changes to the current online and offline communication methods and channels, as will be elaborated on in section 4.3.

The two activities will be described in greater detail in section 4.4 and 4.5. Below follows a brief explanation with regards to their role in our overall strategic intervention and its desired outcome. First, a currently unused space will be turned into a *soccer field*, taking into consideration a point that was raised during the interviews regarding missing (sporting) facilities for a wider range of age groups. The building of a soccer field in the neighborhood is considered to create various *outputs that will*, in the long run, contribute to the achievement of the desired outcome. Nanninga and Glebbeek (2011) point out that sport facilities/ playing fields may under specific circumstances decrease nuisance because they not only prevent and reduce boredom among young people, but they also reduce opportunities for ‘negative’ confrontations between youths and local residents. Instead of aimlessly ‘hanging around’ in shared public spaces, young people play sports on the fields. This strategy proves to be especially effective when facilities are “locally embedded, properly guided and not characterized by the imposing structure of traditional clubs” (Nanninga & Glebbeek, 2011, 80). Furthermore, the idea to build the soccer field together with the residents of the neighborhood is supposed to create a sense of ownership and community (Meir & Fletcher, 2017), finally resulting in enhanced social cohesion.

The second activity is based on a similar idea: the *urban gardening project aims* at involving a diverse group of people that together work on the ‘embellishment’ of the neighborhood. Moreover, it may strengthen the local economy, for instance by providing home grown products for the local supermarkets. According to Certomà, Sondermann and Noori (2019), urban gardening can be understood as expression of socio-political agency or action that does not only have the purpose of ‘greening’ the city but may (amongst others) foster social cohesion and community-building. The *output of* the urban gardening project is therefore the facilitation of social interactions among the residents and the provision of opportunities “for different people, plants and traditions to integrate” (Certomà *et al.*, 2019, 14). Moreover, collective gardens are spaces of collective decision-making, the sharing of responsibilities, and at times even social mobilization (Certomà *et al.*, 2019). This mobilization may be directed at social inequality that is (spatially) reflected in urban deprivation, the marginalization of certain social groups or a lack of public engagement - aspects that were also mentioned in the interviews. By redesigning green spaces in the Kuyperwijk in a joint project, both intermediate outcomes can be achieved.

It can be concluded that all activities will address the social as well as the physical level of ‘area disorder’ in the Kuyperwijk South. What is equally important for all activities, is the consideration of the local particularities of the neighborhood. Besides a relatively high percentage of (poorly maintained) social housing stock, the municipality recognizes feelings of anonymity, a lack of social cohesion and (serious) feelings of loneliness among many residents as ongoing trends in the Kuyperwijk. These issues are further exacerbated by a continuous influx



of vulnerable groups that (may) differ from the long-term residents in the neighborhood (Hoofs, 2020; see chapter 3.1 for a detailed overview). This specific context needs to be taken into account to ensure that the planned activities will work and achieve the desired outcomes. This assumption is reflected in Pawson and Tilley's (1997) *realistic evaluation approach* that is guided by the question "what works for whom, in what contexts, in what respects and how". Research based on realist evaluation has shown that the same activity leads to different (more or less successful) outcomes, depending on the context they are implemented in and the mechanisms that come into play (see also Kramer *et al.*, 2016; Nanninga & Glebbeek, 2011; Westhorp *et al.*, 2011). Looking at the social dimension of the abovementioned trends in the Kuiperwijk, the activities' focus on interaction, exchange, and community building appear to be especially meaningful. Through interaction loneliness, anonymity and ultimately unfamiliarity (for instance regarding newcomers) is reduced. Since the perception of safety or the lack thereof is closely related to public (un)familiarity, fostering familiarity and trust through interactive activities is a useful tool to achieve a higher feeling of safety. The consideration of the local context also involves collaborating with residents, local partners and existing networks: First, "initiatives that are run by local residents succeed to respond to diverse local demands particularly well" (Tersteeg, Bolt & Van Kempen, 2014, 29). Second, in this way initiatives make use of existing financial, social and cultural capitals that, in turn, benefit the developments in the neighborhood and contribute to a shared feeling of belonging (Tersteeg *et al.*, 2014).

The local embeddedness in the neighborhood is but one factor of success for local initiatives. Other factors are (amongst others) good leadership, a shared objective, a strong focus and the "*catering to the diverse interests and needs of participants*" (Tersteeg *et al.*, 2014, 29). Consequently, we decided to implement three activities that each target different groups with (assumed) diverse interests and needs. Although the Kuiperwijk appears to be relatively homogenous with regards to socio-economic, social and ethnic characteristics, people's attitudes, lifestyles, activities and perceptions of their neighborhood might still differ, e.g. due to their age or duration of stay (Tasan-Kok *et al.*, 2013). At the same time, we aim at ensuring that all activities are open to a large group of residents to prevent group formation along pre-defined lines/characteristics. The events that will be organized as part of the activities are supposed to provide (more) platforms for encounters between diverse groups of citizens.

## 4.2 Setting

Next to analyzing the needs of the residents, it is also important to highlight the potentials of the neighborhood and its residents. Through the established needs and potentials, we can then propose more accurate bottom-up interventions. What stands out when we discuss the potentials of the Kuiperwijk South are: the *buurtverbinders*, the greenery, its residents' background and the currently existing facilities.



Secondly, there is abundant greenery in the Kuyperwijk South that is not being used to its potential. It seems that only dogs are let out in the concerning greenery while at the same time, residents have expressed their preference for using it to not only improve the appearance of the neighborhood but also to attract people to the South of the neighborhood. According to one of the *buurtverbinders* (neighborhood connectors), events are always organized in the northern part of the neighborhood and investments regarding shops and appearance of the neighborhood are often made in the North.

Thirdly, it is important for a successful bottom-up initiative that residents' qualities are recognized and maximized, especially through our interventions. Regarding the background of the residents we notice that many residents work in the construction industry or have a profession in the fields of culture, sports and recreation, and agriculture, forestry and fishing (Delft op Maat, 2019). Their experiences can prove to be valuable in initiatives taken in the neighborhood.

Additionally, there is a lot of potential in the local *buurtverbinders*, who form a group of residents from the Kuyperwijk South (or closeby) and play a connecting role between residents and residents and the municipality. They ensure that people connect more, online and offline, and use the existing resources in the area optimally. They also encourage local residents, companies and organizations to actively

participate and to be more visible in the neighborhood. In our interviews with two *buurtverbinders*, we have noticed great enthusiasm for the neighborhood and a strong willingness to make the necessary changes for improvement of this neighborhood. Subsequently, they have expressed their interest to coordinate one or more interventions from this report.

Fourthly, there are facilities in the Kuyperwijk South that are not used or are hardly used by residents, such as the neighborhood center *De Parel*. *Buurtverbinders* regularly meet up in *De Parel* and have invited residents to join their meetings but they have not done so in significant numbers yet.



Figure 18. This bar graph shows the total number of residents based on their work fields (Werkgelegenheidsregister, n.d.)



#### 4.3 Initiative one: From conflict to contact

Our aim with this report is to establish a significant increase in the number and frequency of natural contacts between residents in order to decrease the perceived lack of safety. There are a number of ways in which to achieve this as explained in section 4.1. but a crucial starting point is to improve the communication between residents, and the channels through which they communicate. The *buurtverbinders* we talked to both noted that the turnout at the information market on the 11th of March was lower than expected, one of them blamed the lack of communication to residents. A comparable report about Lombok (Utrecht, Netherlands) also shows that lack of (specific) communication between and towards residents can get in the way of connecting people to the neighborhood and achieving sustainable changes (Winkel, 2020). In the case of the Kuyperwijk South, it is just as striking that none of the respondents mentioned the weekly Saturday meeting of the *buurtverbinders* at *De Parel*, let alone other initiatives from the *buurtverbinders*. Both *buurtverbinders* confirmed they have a hard time reaching people, as almost no one shows up at their weekly meetings and reacts to their other initiatives. Thus, a lack of proper and specific communication can lead to unfamiliarity with and low levels of interest in the neighborhood.

So, before we can implement any activities and events, it is important to establish a solid base for communication between and towards residents. Hence, it is important to understand what type of barriers exactly lead to low levels of contact between residents in the Kuyperwijk South. The following points on connectedness will thus be meant to illustrate the possible barriers we have to take into account and overcome in the designs of our interventions.

##### Possible barriers

As the evaluation of the interviews has shown, residents feel disconnected from people outside their direct environment, such as direct neighbors or block. These low levels of contact and connectedness to the neighborhood are believed to lead to higher degree of feeling unsafe (Huygen & de Meere, 2008). Possible factors that, in the case of the Kuyperwijk South, affect the levels of connection are age, employment, type of household and, last but not least, the duration of the stay. Younger people, who make up the majority in the neighborhood, feel far less connected to the neighborhood (Leefbaarheid in Delftse wijken, 2017). Additionally, approx. 90% of the residents hold a job and are therefore less occupied with the neighborhood, as the community police officer also noticed during our interview with him (Delft op Maat, 2019). With regard to the type of household, it seems that larger households have more contacts (Mossong *et al.*, 2008). Since the majority of the residents in the Kuyperwijk South live in one-person households, this also affects the number of contacts residents have.





However, the most important factor that affects connectedness to the neighborhood and its residents proved to be the duration of residents' stay in the neighborhood. Residents living more than 10 years in the Kuyperswijk South not only show much more connection to their neighborhood but also dedication (Leefbaarheid in Delftse wijken, 2017). Residents living less than two years in the neighborhood, of whom a large number of lives in the Kuyperswijk South, feel least connected, as we have also gathered from the interviews.

Consequently, residents in the Kuyperswijk South have been least active in their neighborhood compared to residents from other neighborhoods (as seen in the table below).

Table 6

*% Residents who have been active in the neighborhood*

	2017	2015	2013	2010
Voordijkshoorn	51	45	49	46
Harnaschpolder	73	65	63	-
Hoornse Hof	35	35	41	-
Kuyperswijk North	40	32	40	43
<b>Kuyperswijk South</b>	<b>38</b>	<b>46</b>	<b>41</b>	<b>32</b>
Molenbuurt	53	45	66	-

*Source: O&S Delft, Omnibus 2017, 2015, 2013 and 2010*



## Strategies

This section will provide three strategies to increase the quality and quantity of the communication in and between the neighborhood and the municipality (social capital). These four strategies are meant to improve *bonding* within already established groups of residents and *bridging* between residents outside of their social groups (Putnam, 2000). In our proposals, we want to maintain a balance between these two approaches, as we want to increase trust among residents but we also would like to facilitate a more efficient merge of social and financial capital among residents and between them and the municipality, horizontally and vertically (see table 7). As

we have previously seen in section 4.2, residents show a lot of potential that they can share among each other and invest in the neighborhood (horizontal social and financial capital). Additionally, increased contact between residents on the one hand and the *buurtverbinders* (and consequently the municipality) on the other, will allow for better access of residents, especially those from lower income households, to resources of ‘power’ and ‘wealth’ (vertical social and financial capital).

The following strategies address *how* we can increase connection. The suggestions do not address the content of any activities, as this will be discussed in sections 4.4 and 4.5.

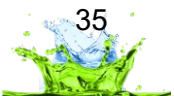
1. We would advise **specific targeting** per type of resident as this has proven to be more effective and lasting (Winkel, 2020) and it allows, in particular, the *buurtverbinders*, the municipality but also us to address specific problems. We have previously addressed a couple of hurdles based on the variables age, employment, type of household and the duration of the stay. Most of these groups can be reached through the suggestions given below, but to specify the reach it is important that we take into account that youngsters and the majority of the employed cannot be properly reached and cannot attend anything during weekdays before 18.00h. The

Bonding social capital	Bridging social capital
Exclusive	Inclusive
Closed	Open
Inward looking	Outward looking
"Getting by"	"Getting ahead"
Horizontal	Vertical
Strong ties	Weak ties
People who are alike	People who are different
Thick trust	Thin trust

Table 7

*Bonding and bridging social capital*

Source: T. Claridge, *What is bonding social capital?*



best time to reach people personally is after dinner or online at around 21.00h. Activities should preferably be organized in the weekend or after dinner hours during the summer. With regard to the duration of the stay, we suggest the *buurtverbinders* (and in case of privacy: the municipality) to welcome new residents with either an e-mail or a card with valuable information about the neighborhood and its activities. We suggest closer contact with new residents via residents for a long period of time to ensure a high level of familiarity with and, thus, attachment to the neighborhood.

2. Related to the previous point, research has shown that people who do not participate show willingness to participate in activities when they know someone else has also shown interest in doing so and can invite them to the activity (Winkel, 2020). So, our suggestion to the *buurtverbinders* is to **encourage personal invitations** among residents instead of the municipality inviting residents. This can increase bonding as well as bridging between residents. This approach might be easier and more visible via the following point.

3. With regard to the types of communication channels, the following is suggested:

a. **Whatsapp:** The *buurtverbinders* suggested creating a 'social' Whatsapp group to increase social contact, which can come very handy during these times as everyone is at home because of the spread of COVAID-19 but will most definitely prove handy afterwards as well. There are already two groups that are maintained by the community police officer, but these are only meant to report crime and burglary. Both groups are coordinated well, and rules apply to prevent chaos. Not only *buurtverbinders* but also other residents have shown interest in such a group, as they have reportedly used the crime and burglary groups to share personal stories, which shows people have the need to do so and the threshold to share might be lower within a Whatsapp group. Additionally, the social Whatsapp group will be positive in content in contrast to the existing groups. Furthermore, this will provide the *buurtverbinders* with a channel to promote their meetings and activities. All in all, our suggested strategy is to appoint *buurtverbinders* to create and control the social Whatsapp group. Residents will be added to this group via the existing groups and via each other. The group will be used to increase positive interactions between residents and to promote activities in the neighborhood.

b. **Website/Facebook/Instagram:** These communication channels do not do well, except for Instagram, which does a little better. However, pictures and short recordings ('Stories') do well on all channels. We suggest the *buurtverbinders* use photos from the neighborhood and its residents to draw attention and familiarize people with each other and their neighborhood. One *buurtverbinder* has mentioned she and her colleagues have started the initiative 'Op de Stip' (inspired by HUNC's initiative at the information market) in which they regularly introduce a resident. This initiative can be proceeded more visibly through all channels.



c. **Newspapers, leaflets and posters:** paper promotion often does not do well as it has a small reach and high costs, except for newspapers. Residents have mentioned reading the newspaper *Delft op Zondag* to stay up to date about their neighborhood. We suggest that this channel should be used more often and more often for positive news.

These are our proposed strategies on communication based on our findings and interviews with residents. These strategies are crucial starting points to ensure the success of the activities that will be discussed in sections 4.4 and 4.5 and any other future event.



#### 4.4 Initiative two: Community garden

The goal of the community garden is to equip the neighborhood with a place to meet that is easy to approach. This place can strengthen social cohesion in the Kuyperswijk South. More social cohesion leads to a better understanding of each other's norms and values and will often lead to more social control (Vreke, Salverda & Langers, 2010). This will bring us to our ultimate goal, which is to create a neighborhood that residents as well as people working in the area feel safe in.



Figure 19. This is a before and after illustration of the area to be used for the community gardens





## Inputs

We will start by analyzing the inputs. These include human resources, space and money. We want the community garden to be available for everyone in the neighborhood, so there would be no specific target group addressed. It would be preferable to attract people from different age categories, occupations, religions and ethnicities. Although it might be expected that certain groups are more interested in the community garden than others. This became apparent in, for example, a thesis of a spatial planning student who looked at community gardens in Amsterdam. She found that, although the group was diverse when it comes to ethnicity and age, most participants were women between 34 and 44 years old and children under 12 years that were native Dutch. The educational attainment was also quite high (Van den Bout, 2013). Different measures can be taken to include different groups. To attract elderly a few high planters can be placed to prevent them from having to bend their backs. Also, specific events can be organized where elderly can pass their knowledge and skills to younger generations, for instance during cooking events.

Coordinators can also be useful when it comes to attracting diverse groups (Tersteeg, Bolt & van Kempen, 2014). One *buurtverbinder* mentioned he would be willing to coordinate such events. Since he is familiar with the neighborhood, he might be able to encourage residents to come work on the community garden. It can also be helpful to involve residents in making the plans for the community garden. When people can give their own input the support for the plan often gets bigger (Stichting Dienst Landbouwkundig Onderzoek, 2014).

The *buurtverbinder* can also coordinate a board that consists of interested residents. This board should begin with forming a plan by making decisions about various aspects, including access to the garden and the degree of regulation. Questions that need to be clarified are for example: Does each resident get a small section of the garden to work on or is the entire space available for everyone? Is participation in the project tied to certain conditions such as an official registration? (Stichting Dienst Landbouwkundig Onderzoek, 2014).

Moreover, a space needs to be chosen for the community garden. The space should meet a few requirements. It should be clearly visible so residents can keep an eye on the garden, within walking distance, preferably not too close to a busy road and with access to water supply (Stichting Dienst Landbouwkundig Onderzoek, 2014). There are three possible spaces that meet the first two requirements, but waterpipes might have to be shifted. Also, one location is close to the road.



Figure 20. Map of the available locations for proposed interventions



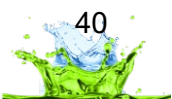


Figure 21. Multi-Culti community garden Hertogenwijk in Tiel  
(Woonlab, n.d.)

When it comes to choosing the correct space the presence of soil contamination should be taken into consideration. It is possible that the municipality already has information about the soil (Gemeente Delft, n.d.). If this is not the case a soil investigation is needed. This can cause significant additional expenses, which was the case for the *Multi-Culti community garden* in the Hertogenwijk in Tiel.

If the soil investigation reveals that the soil is contaminated the costs will increase further. Additional expenses can include the costs of a BUS-melding, this is a request for a permit for excavation work in contaminated soil (Gemeenteraad Tiel, 2014), or the costs of soil remediation. It is also possible to work with planters with an impermeable root cloth if soil remediation is too expensive (Stichting Dienst Landbouwkundig Onderzoek, 2014). So, the overall costs on this part can differ from 0 euros if the municipality can provide information on the soil and there is no contamination to a couple of thousand euros when investigation and remediation is needed.

Further costs may come from preparing the area (such as flailing and tiling paths), purchasing materials (such as planters and topsoil) and furnishing (such as benches). In the case of the community garden in Tiel, the total costs were around 40 000 euros (Gemeenteraad Tiel, 2014). We propose that money could be saved by reusing bricks from demolished buildings in the area as tile material and using the skills of local residents when it comes to construction or tiling. Furthermore, placing plants into the ground instead of planters and residents bringing their own tools can have a significant impact on the costs. Finally, a fence was used in the community garden in



Tiel, for which 5 000 euros were spent. We wonder if this is necessary, it might even prevent people from entering the garden since it might give an unwelcoming impression.

This way it might be possible to keep the total costs under 20 000 euros. We realise that this is still a lot of money. But there are ways to collect this amount of money. The money can partly come from the municipality, but there are also funds available for community garden initiatives from, for example, the Oranje Fonds. It is also possible to look for sponsors or use crowdfunding (Stichting Dienst Landbouwkundig Onderzoek, 2014).

### **Activities or outputs**

Gardening with neighbors is the starting activity in the plan of placing a community garden. The idea is that the participants will start having casual conversations when meeting at this community garden and slowly get more acquainted. This process might be accelerated by organized events related to the community garden. These events can include: a competition for the biggest crop, 'NLdoet dagen' or a harvest party. Eventually people will get familiar with each other and might also start to meet or organize events that are not related to the community garden. In this way the initiative will lead to growing social cohesion in the neighborhood which is the desired intermediate outcome of the intervention.

### **Expected outcomes**

Besides other effects that mainly concern the improvement of health through reduction of stress, increased physical activity and a healthier diet (Schram-Bijkerk, Dirven-van Breemen & Otte, 2015), greenery can stimulate social cohesion and thereby a safer neighborhood in four different ways:

- by the use of green as a meeting point,
- by collectively maintaining the green areas as an activity,
- by having a common cause,
- by people getting attached to the greenery and identifying more to the neighborhood.

This social cohesion which is increased through the urban gardening project will give people the opportunity to share norms and values thereby increasing informal social control. This will lead to a safer and cleaner neighborhood (Vreke, Salverda & Langers, 2010).

It is important to keep in mind that the effectiveness of these points differs depending on the implementation of the greenery, whether it appeals/involves to only one group or several target groups with different characteristics, and the situation of the neighborhood (Vreke, Salverda & Langers, 2010). It might also be possible

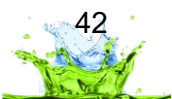


that in many studies the focus lies on showing positive effects of community gardens and the cases where no or negative effects are visible are not mentioned (Schram-Bijkerk, Dirven-van Breemen & Otte, 2015).

An example of an existing community garden where these effects proved to be true is *Moe's Tuin* at the Poptahof in the neighborhood Voorhof (Delft), founded in 2005. This neighborhood is very diverse when it comes to ethnicity. These ethnically diverse groups often do not have contact with each other. The goal of the community garden was to give non-western women the opportunity to create new connections by working in the community garden together. During this time women got familiar with each other and also shared norms and values they felt the neighborhood should have. Eventually this led to more informal social control and therefore a safer neighborhood. Even though only women who were members were allowed to enter the community garden, the social contacts were strengthened outside of the garden, since the women's families got acquainted and the women started organizing neighborhood parties (Vreke, Salverda & Langers, 2010). Our activity in the Kuyperwijk South aims for similar outcomes.



Figure 22. Community garden Moe's Tuin in Delft  
(Atelier Groenblauw, Amar Sjaauw En Wa, n.d.)



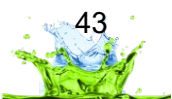


#### 4.5 Initiative three: Community-built soccer field

In the previous sections the residents' perspectives were thoroughly discussed and the current situation in the Kuypervijk South contextualized. Some general expectations of the municipality were also outlined in the introduction. This section will discuss the theoretical process of our second project: the community-built soccer field. This idea was prompted by the interview results and builds on the municipality's former initiative of building a Cruyff Court in the north side of the Kuypervijk. Sadly, this project had to be postponed due to the lack of funds (Cruyff Court, n.d.). Our project is a cheaper, although more compact alternative to the Cruyff Court.



Figure 23. This is a before and after illustration of the area to be used for the community-built soccer field





## Inputs

To build a soccer field costs can run as high as 1.4 million euros. This estimate is based on the *Permanent Field: 5-A-Side Soccer Court* from the American company, *Urban Soccer Park*. This specific field has 2 London doors, LED lights (Shown), and Recyclable Turf, Pad, and Organic Infill (Urban Soccer Park, 2020). Nevertheless, our project is less luxurious and is based on efficiently using available resources in a creative and sustainable way. Therefore, our investments differ from those of the *Urban Soccer Park*. For our intervention there are three main investments, aside from time, determination, community support and collaboration. Firstly, **human capital** is indispensable to perform the necessary tasks to transform the available space into a soccer field. Building a soccer field is not a one-(wo)man job. Therefore, the community needs to come together and work together for the desired outcome. Everyone plays an important role. Secondly, subject specific knowledge is also essential to guide the project. Thus, **talent**, e.g. in the form of relevant construction and/or sport-related skills, also plays a big role. Lastly, materials to build the soccer field are also fundamental. Besides investigating the ground (US Soccer Foundation, 2007), this may be an area where monetary investment is needed. That is to buy the necessary paint to draw the lines of the field, or other materials that may be a bit more difficult to recycle. But to keep this at an all-time low, materials can be donated or borrowed. In this era of **sustainability** reusing materials is important. As there are professionals in the field of construction and sports, that can ask their employers for some old or surplus materials to take home for this community project. And work tools can be borrowed from people with a garden in the neighborhood or from the construction workers.

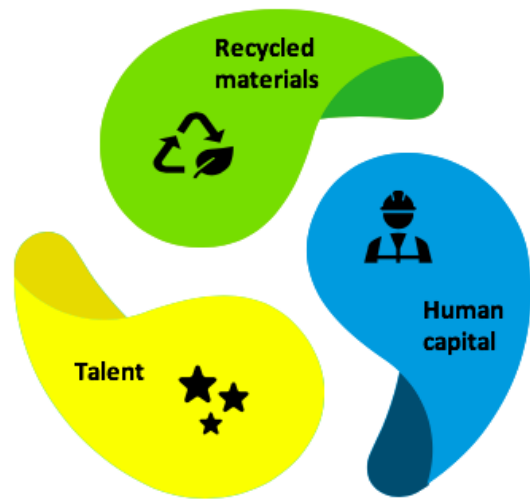


Figure 24. Community-built soccer field main inputs



### Activities

In a community where 42,2% of the residents are youths between the ages of 15-39 (Gemeente Delft - BRP, 2020), a sports focused intervention is most beneficial and often preferred (Meir & Fletcher, 2017). When formulating this project, we had the older youth in mind. As respondent 13 stated, the older generation of youths (20s-30s) do not have a place to hang out and play soccer. Therefore, we propose building a soccer field that is designed by the sports specialists in the neighborhood and with the input of these youth.

Getting them involved assures an outcome that is tailored to their specific leisure needs and increases their sense of responsibility and ownership. We thought it is best to implement a community activating project to create a space of communication and for the residents to have a new opportunity to bond by building something together.

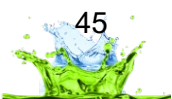
In this collaboration construction specialists are of vital importance. As the goal is to keep the work in the Kuyperwijk (North and South) community, residents with relevant talents such as construction are welcomed. These construction workers along with *buurtverbinders* and other residents can work together during the construction phase. This phase includes preparing the chosen locality (see figure 20 for options) and the construction of sustainable soccer goals. If they cannot get these donated, they can build it themselves using some materials from construction and old fishing nets from the fishers in the area.

Moreover, with the support of the *buurtverbinders*, we hope to involve the youths that hang out on the main square that cause many to feel unsafe. In relation to activities on the soccer field after it is complete, Nanninga and Glebbeek (2011) have noticed that too much structure in the use of sports facilities can also have a negative effect on the intended outcome. We propose a yearly soccer competition of neighborhood youth. As they will have to practice for this match, they will be active for a period of time in a structured environment with some positive role models (Nanninga & Glebbeek, 2011; Meir & Fletcher, 2017). This stresses the importance of actors such as *buurtverbinders* and sports specialists in organizing semi regular activities.

Lastly, although our goal is an increased involvement for the community through all phases of this project, we also see space for improvement and expansion in the future (see figure 24). As this field will be a low budget project focused on community building and decreasing nuisance, it will not be luxurious. As we are aware of the



Figure 25. This is an example of how the soccer field can be improved on in the long run (*Backyard soccer field*, n.d.).



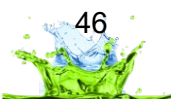
limited budget of the municipality, we are not suggesting an active role at this stage. But we do believe that they can invest in the expansion and upgrade of this field in collaboration with the residents that made it possible. So, we encourage a close relation between the municipality and the organizing community for this project, to give some support and guidance where necessary and possible; especially in relation to permissions needed to start such a project in a public space. This will create a solid foundation for the future improvements to the field when the municipality has a bit more space in the budget.

### **Outputs and outcomes**

The output of this project will be a beautiful low budget, environment friendly soccer field where the community of the Kuyperwijk South can exercise and bond. Through such a facility we expect to increase social cohesion and community bonding on the long run through activities at the soccer field. As this project will be organized and implemented by the community itself, a sense of ownership and cultural understanding among the community as a whole is assured (Meir & Fletcher, 2017). Moreover, Warner and Dixon's (2011) research on college athletes show that on a micro level, doing sports gives participants a sense of responsibility, ownership and community as well. Especially when the participants are in a leadership role. Thus, this approach works on the micro and meso level providing the community directly participating and the ones supporting from the sidelines a sense of ownership and community.

Furthermore, this sense of responsibility, ownership and community among the youth participants are of great importance in addressing the feeling of a lack of safety brought about by the young men hanging around the main square. On the one hand these individuals can experience these sentiments, which can improve their behaviors. And on the other hand, other residents will get the chance to meet these young men in a different environment. Creating a space to have a dialogue and eventually trust and understanding. Thus, eliminating a perceived threat in the long run. And although we cannot assure a causal relation between the impact of sports facilities and this group's behavior, we do observe a correlation in this context. Setting aside the fact that we were unable to interview the young men in question, the six mechanisms Nanninga and Glebbeek (2011) identify in their research are highly applicable in the context of the Kuyperwijk South as well: reducing boredom and uncontrolled leisure time, provide positive role models, character building, activity substitution, and reducing negative 'labelling'. Thus, all the important aspects just listed will be addressed through this project to some extent as mentioned throughout this outline, making for a gradual decrease of nuisance in Kuyperwijk South aside from the aforementioned outcomes (Nanninga & Glebbeek 2011).

Additionally, this field is an opportunity to bring youth from different age groups together, as the municipality previously wanted through the Cruyff Courts (Woonagenda 2019-2022, 2019). Although this field will not be as

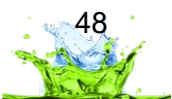


big as the Cruyff Courts, they will provide a space for a diversified group of youth to exercise and interact in a safe and positive environment. Lastly, this field will not only be a chance for community building social cohesion and an improvement in the feeling of safety. It will also be a chance to attract outsiders, inject the economy, and improve the neighborhood image. The yearly sport's match can be organized as a part of a one-day fair, where the people of the Kuiperwijk and maybe broader Voordijkshoorn district can set up game stands to collect money that will be invested in the neighborhood later on. This will in turn also diversify the location of events in the area. Thus, instead of mainly organizing activities in the Kuiperwijk North this soccer field will create a space for more activities in the Kuiperwijk South as well.



#### 4.6 Conclusion

To sum up, our strategic intervention is based on a three-dimensional approach to achieve the desired outcome of an increased feeling of safety. First, *communication* (channels) will be improved in order to reach more residents and inform them about upcoming activities and events. Second, *social cohesion* within the neighborhood will be increased through the active involvement of residents and the facilitation of interaction through the two proposed activities, namely the building of a soccer field and the urban gardening project. Through the new communication strategy social cohesion will be further increased as communication is a crucial tool to bring people together. Third, both activities aim further at the upgrading of the shared *public space* of the Kuyperswijk South. Increased social cohesion and a proper use of public space, in turn, will contribute to more feelings of safety of the residents. In the long run, our intervention contributes to two goals of the municipality, namely an increase of social capital and more long-term residents. Social cohesion and social capital are closely related, as more interaction gives people the opportunity to expand their social network and create meaningful relationships with other residents. Stronger feelings of belonging among residents and an increased sense of ownership regarding public facilities may lead to more connectedness to the neighborhood. Consequently, *passersby* may be turned into future long-term residents who are actively involved in shaping their own living environment.





## 5. Reflection

In this section, we will reflect on the lessons learned by our group in terms of methods, analysis and content and our experiences with our engagement with the residents.

### In terms of methods

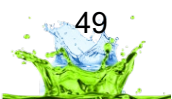
We thought it was refreshing to use a bottom-up approach, since often a top-down approach is being used when addressing societal issues. This bottom-up approach allows us to address specific problems accurately and in a sustainable way since residents will be given ownership of the plans and the execution of it. However, it has proven to be hard to reach residents who are most disconnected from the neighborhood and municipality. There could be several reasons for them to be disconnected from the neighborhood: low trust in institutions, feelings of neglect, living isolated, language barriers, or a general lack of interest in the neighborhood. These residents would not visit events such as the information market and might be less inclined to discuss their 'problems' with strangers on the street. Furthermore, due to the spread of pandemic, we were hesitant about approaching elderly and we assumed they felt the same about it. This is unfortunate, because many elderly might have been living in the Kuyperwijk South for a long period of time and have extensive knowledge of the neighborhood. It would have also been nice to talk to the people hanging around the square to get to know their perspective, but this was not possible due to limited time and the fact that they were said to 'hang' mostly at night.

### Analysis and content

With regard to content, it was sometimes difficult to find specific data on the Kuyperwijk South, for instance on safety, since there is not much available. Most data indirectly concerning the Kuyperwijk South was either about neighboring neighborhoods or about Delft in general. However, we approached the researcher of the reports *Leefbaarheid in Delftse wijken*, Graziella Vitale, and she sent us some raw data from their research concerning the Kuyperwijk South. With this extra information, we could more sufficiently describe and grasp the neighborhood's characteristics. Additionally, many of the valuable data from the *Leefbaarheid in Delftse wijken* reports might be outdated since the latest report has been published in 2017. A lot has happened in the neighborhood since. We have thus tried to complement the aforementioned data with recent data from, for example, the CBS.

### Our experiences with your engagement with residents

Overall, we have experienced the engagement with residents as positive. We have spoken to many residents and it was also very refreshing to discuss our findings from our interviews with two *buurtverbinders*. However,

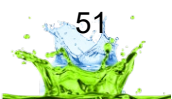


as we have also stated previously (section 1.2.), the walking interviews were quite unstructured and short, and this did not allow us to go in depth. We believe that since we spoke to many residents as well as the *buurtverbinders* we did achieve a good understanding of the feelings, concerns, and needs that are most shared among them.

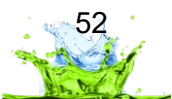


## 6. References

- Barglowski, K. (2018). Where, What and Whom to Study? Principles, Guidelines and Empirical Examples of Case Selection and Sampling in Migration Research. In R., Zapata-Barrero & E., Yalaz (eds.). *Qualitative Research in European Migration Studies* (pp. 151-168), IMISCOE Research Series. Cham: Springer.
- Bolt G. and Torrance M. I. (2005). *Stedelijke herstructurering en sociale cohesie*. Utrecht: Nethur.
- Bryman, A. (2016). *Social Research Methods* (5th ed.). Oxford: Oxford University Press.
- Certomà, C., Sondermann, M. and Noori, S. (2019). *Urban gardening and the quest for just uses of space in Europe*. University Press Scholarship Online.
- Crowe, T. D., & Fennelly, L. J. (2013). *Crime prevention through environmental design*. Amsterdam, The Netherlands: Elsevier.
- De Kam, G. R. W., and Needham, D. B. (2003). *Een hele opgave: Over sociale cohesie als motief bij stedelijke herstructurering*. Nijmegen: DGW/Nethur Partnership.
- Dempsey, N. (2008). Does quality of the built environment affect social cohesion?. *Proceedings of the Institution of Civil Engineers-Urban Design and Planning*, 161(3), 105-114.
- Engbersen, G., Snel, E. and Weltevrede, A. (2005) Sociale herovering in Amsterdam en Rotterdam. Eén verhaal over twee wijken, wrr-Verkenning nr. 8, Amsterdam: Amsterdam University Press
- Elffers, H. and Jong, W. de (2004). Nee, ik voel me nooit onveilig. Nederlands Studiecentrum Criminaliteit en Rechtshandhaving in opdracht van de Raad voor Maatschappelijke Ontwikkeling.
- Fedyuk, O. and Zentai, V. (2018). The Interview in Migration Studies: A Step towards a Dialogue and Knowledge Co-production? In R., Zapata-Barrero & E., Yalaz (eds.). *Qualitative Research in European Migration Studies* (pp. 171-188), IMISCOE Research Series. Cham: Springer.
- Francis, J., Giles-Corti, B., Wood, L., and Knuijman, M. (2012). Creating sense of community: The role of public space. *Journal of environmental psychology*, 32(4), 401-409.
- Galster G. C. (2012) The Mechanism(s) of neighborhood Effects: Theory, Evidence, and Policy Implications. In: M., van Ham, D., Manley, N., Bailey, L., Simpson and D., Maclennan (eds). *Neighborhood Effects Research: New Perspectives*. Springer, Dordrecht.
- Groenewegen, P. P., Van den Berg, A. E., De Vries, S., and Verheij, R. A. (2016). Vitamin G: effects of green space on health, well-being, and social safety. *BMC public health*, 6(1), 149.
- Haghighat, F. and Kim, J. -J. (2009). *Sustainable Built Environment*. Encyclopedia of Life Support Systems, EOLSS eBook.
- Hong, J., and Chen, C. (2014). The role of the built environment on perceived safety from crime and walking: examining direct and indirect impacts. *Transportation*, 41(6), 1171-1185.
- Huygen, A. and de Meere, F. (2008). *De invloed en effecten van sociale samenhang. Verslag van een literatuurverkenning*. Verwey-Jonker Instituut



- Kleinhans R. J. (2012). Housing Policy and Regeneration. In S. J., Smith, M. E., Lorna Fox O'Mahony, O. S., Eng, S., Wachter and G., Wood (eds.). *International Encyclopedia of Housing and Home*, Vol 3. (pp. 590-595). Oxford: Elsevier.
- Kramer, D., Harting, J. and Kunst, A.E. (2016). Understanding the impact of area-based interventions on area safety in deprived areas: realist evaluation of a neighbour nuisance intervention in Arnhem, the Netherlands. *BMC Public Health*, 16:291, 1-12.
- Larkham, P. J. (2018). *The Importance of Observation: Urban Morphology in the Field*. Birmingham, UK: Springer International Publishing AG.
- Maas, J., Van Dillen, S. M., Verheij, R. A., and Groenewegen, P. P. (2009). Social contacts as a possible mechanism behind the relation between green space and health. *Health & place*, 15(2), 586-595.
- Meir, D., & Fletcher, T. (2017). The transformative potential of using participatory community sport initiatives to promote social cohesion in divided community contexts. *International Review for the Sociology of Sport*, 54(2), 218–238.
- Mossong J., Hens N., Jit M., Beutels P., Auranen K., Mikolajczyk R., et al. (2008). Social Contacts and Mixing Patterns Relevant to the Spread of Infectious Diseases. *PLoS Med* 5(3): e74.
- Nanninga, M., and Glebbeek, A. (2011). Employing the teacher-learner cycle in realistic evaluation: A case study of the social benefits of young people's playing fields. *Evaluation*, 17(1), 73–87.
- Pawson, R., and Tilley, N. (1997). *Realistic Evaluation*. London: SAGE.
- Peters, K., Elands, B., and Buijs, A. (2010). Social interactions in urban parks: stimulating social cohesion?. *Urban forestry & Urban greening*, 9(2), 93-100.
- Putnam, R. D. 2000. *Bowling Alone: The Collapse and Revival of American Community*. New York: Simon & Schuster.
- Sampson, R.J., Raudenbush, S.W. and Earls, F. (1997) 'Neighborhoods and violent crime: A multilevel study of collective efficacy', *Science* 277, 918-924.
- Schlehe, J. (2008). Formen qualitativer ethnographischer Interviews. In B., Beer (ed.). *Methoden ethnologischer Feldforschung* (pp. 119-141). Second edited and extended edition. Berlin: Reimer.
- Schram-Bijkerk, D., Dirven-van Breemen E., and Otte, P. F. (2015). *Healthy urban gardening*. Bilthoven: National Institute for Public Health and the Environment, Ministry of Health, Welfare and Sport.
- Schreier, M. (2013). Qualitative Content Analysis. In U., Flick (ed.). *The SAGE Handbook of Qualitative Data Analysis* (pp. 170-183). London: SAGE Publications Ltd.
- Sreetheran, M., and Van Den Bosch, C. C. K. (2014). A socio-ecological exploration of fear of crime in urban green spaces—A systematic review. *Urban Forestry & Urban Greening*, 13(1), 1-18.
- Tasan-Kok, T., Van Kempen, R., Mike, R., & Bolt, G. (2014). Towards hyper-diversified European cities: A critical literature review. Utrecht: Utrecht University.



- Tersteeg, A., Bolt, G. and van Kempen, R. (2014). *Governance arrangements and initiatives in Rotterdam, the Netherlands*. Utrecht: Utrecht University.
- Vreke, J., Salverda, I., and Langers, F. (2010). *Niet bij rood alleen: buurtgroen en sociale cohesie*. Wageningen: Alterra.
- Van den Bout, E. (2013). *Buurtmoestuinen in Amsterdam*. Amsterdam: Universiteit van Amsterdam.
- Westhorp, G., Prins, E., Kusters, C., Hultink, M., Guijt, I. & Brouwers, J. (2011). *Realist evaluation: an overview. Report from an Expert Seminar with Dr. Gill Westhorp*. Wageningen: Wageningen University.
- Winkel, S. (2020). *Participeren in het Utrechtse Lombok*. Het Koninklijk Nederlands Aardrijkskundig Genootschap, 29(4).

### 6.1 Web sources

- (2019). *Woonagenda 2019-2020* [PowerPoint slides]. Retrieved from [https://ris.delft.nl/internet/vergaderkalender-commissie-sociaal-domein-en-wonen\\_3826/agenda/themabijeenkomst-wonen\\_24317/presentatie-woonagenda-14-meipdf\\_3101385.pdf](https://ris.delft.nl/internet/vergaderkalender-commissie-sociaal-domein-en-wonen_3826/agenda/themabijeenkomst-wonen_24317/presentatie-woonagenda-14-meipdf_3101385.pdf).
- Bodemonderzoek. (n.d.). Retrieved from <https://www.delft.nl/milieu/bodem/bodemonderzoek>
- CBS. (2020). (On)veiligheidsbeleving; regio [Table]. CBS. Retrieved from <https://opendata.cbs.nl/statline/#/CBS/nl/dataset/81877NED/table?ts=1585694888846>.
- CBS-BAG. (n.d.). Vastgoed 2019 - 1401 - Kuyperwijk-Zuid [Pie chart]. *Gemeente Delft*. Retrieved from [https://delft.incijfers.nl/jive?cat\\_show=Wonen](https://delft.incijfers.nl/jive?cat_show=Wonen).
- Clardige, Tristan. (n.d.) What is Bonding Social Capital? Social Capital Research Training. Retrieved from <https://www.socialcapitalresearch.com/what-is-bonding-social-capital/>
- Cruyff Court. (n.d.). Retrieved from <https://acceptatie.delft.nl/wonen/wonen-delft/delftse-wijken/voordijkshoorn/cruyff-court>.
- Delft Kuyperwijk-Zuid. (n.d.). Retrieved from <http://www.weetmeer.nl/buurt/Delft/Kuyperwijk-Zuid/05031401>.
- Gemeenteraad Tiel (2014). Retrieved from [https://raad.tiel.nl/bestuur/vergaderingen-raad\\_3358/agenda/gemeenteraad\\_8991/05e4-kosten-en-dekkingsplan-buurtmoestuin-hertogenwijkpdf\\_445766.pdf](https://raad.tiel.nl/bestuur/vergaderingen-raad_3358/agenda/gemeenteraad_8991/05e4-kosten-en-dekkingsplan-buurtmoestuin-hertogenwijkpdf_445766.pdf)
- Gemeente Delft. (2016a). *Leefbaarheid in Delftse wijken*. Retrieved from [https://media.delft.nl/pdf/Cijfers\\_en Onderzoek/Leefbaarheid in Delftse wijken 2015.pdf](https://media.delft.nl/pdf/Cijfers_en Onderzoek/Leefbaarheid_in_Delftse_wijken_2015.pdf)
- Gemeente Delft. (2016b). *Woonvisie Delft 2016-2023*. Retrieved from [https://media.delft.nl/pdf/Wonen/Woonvisie\\_Delft\\_2016-2023.pdf](https://media.delft.nl/pdf/Wonen/Woonvisie_Delft_2016-2023.pdf).
- Gemeente Delft. (2018). *Leefbaarheid in Delftse wijken*. Retrieved from [https://media.delft.nl/pdf/Cijfers\\_en Onderzoek/Leefbaarheid\\_2017.pdf](https://media.delft.nl/pdf/Cijfers_en Onderzoek/Leefbaarheid_2017.pdf).

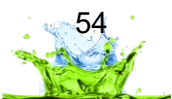




- Gemeente Delft - BRP. (2020). %Bevolking naar leeftijd, geslacht en etniciteit (4) per buurt 2020 - 1401 - Kuypervijk-Zuid [Bar graph]. *Gemeente Delft*. Retrieved from [https://delft.incijfers.nl/jive?cat\\_show=Bevolking](https://delft.incijfers.nl/jive?cat_show=Bevolking).
- Hoofs, G. (2020). *A Local Government Perspective on the Kuypervijk: Kuypervijk as a Case Study for the Design Game* [PowerPoint slides]. Retrieved from <https://brightspace.tudelft.nl/d2l/le/content/192434/viewContent/1622588/View>.
- Kleinhans, R. (2020). *Introduction to AR0095 Course* [PowerPoint slides]. Retrieved from <https://brightspace.tudelft.nl/d2l/le/content/192434/viewContent/1613714/View>.
- Stichting Dienst Landbouwkundig Onderzoek (2014). Buurtmoestuin? Zo gedaan! Handleiding voor het opzetten van een buurtmoestuin. Retrieved March 29, 2020, from <https://onderzoekerstadslandbouw.files.wordpress.com/2014/07/handleiding-bij-het-opzetten-van-een-buurtmoestuin-2014.pdf>
- Urban Soccer Park, (n.d.). Products. Retrieved from <https://www.urbansoccerpark.com/products>.
- US Soccer Foundation. (2007). *The Soccer Field Handbook: How to build, fund and maintain soccer fields*. Washington D.C. Retrieved from <https://assets.usarugby.org/docs/club/USSF-The-Soccer-Field-HANDBOOK-1-.pdf>.
- Van der Goesstraat en Van Schuijlenburchstraat. (n.d.). Retrieved from <https://www.vidomes.nl/projecten/van-der-goesstraat-en-van-schuijlenburchstraat/>.
- Van der Velden, C. (2018, July 19). Bewoners Kuypervijk ontevreden over buurt. Retrieved March 1, 2020, from <https://www.ad.nl/delft/bewoners-kuypervijk-ontevreden-over-buurt~aac7417c/?referrer=https://www.google.com/>.
- Voordijkshoorn. (n.d.). Retrieved from <https://www.delft.nl/wonen/wonen-delft/delftse-wijken/voordijkshoorn>.
- Werkgelegenheidsregister. (n.d.). Werkzame personen 2019 - 1401 - Kuypervijk-Zuid [Bar graph]. *Gemeente Delft*. Retrieved from [https://delft.incijfers.nl/jive?cat\\_show=Economie](https://delft.incijfers.nl/jive?cat_show=Economie).
- Woningen te koop in Voordijkshoorn te Delft - Woningmarkt. (n.d.). Retrieved March 26, 2020, from <https://huispedia.nl/gemeente/delft/wijk/wijk-14-voordijkshoorn>.
- WRR. (2005). *Vertrouwen in de buurt* (72nd ed., pp. 1–280). The Hague. Retrieved from <https://www.wrr.nl/publicaties/rapporten/2005/04/19/vertrouwen-in-de-buurt>.

## 6.2 Images

- Atelier Groenblauw, Amar Sjaauw En Wa (n.d.). Retrieved from <https://nl.urbangreenbluegrids.com/projects/moestuin-delft-the-netherlands/>
- Backyard soccer field*. (n.d.). photograph. Retrieved from <https://www.urbansoccerpark.com/backyard/>.
- Woonlab (2014). Werk aan de Winkel, Tiel: De Multi-Culti Tuin. Retrieved from <http://www.woonlab.nl/actualiteit/41/werk-aan-de-winkel,-tiel:-de-multi-culti-tuin>

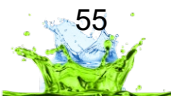


**Appendix A: Interview guide**

Table A1

*Interview guide for street interviews*

Concept / category	Questions	Notes
<b>Introductory questions</b> (here / at the end of the interview)  > consider: Categories of people that can be met on the street	<b>How long have you lived here?</b> What kind of changes have you noticed?  <b>What is your general feeling about living in the neighborhood?</b> What do you like about it? What do you not like about it? Why? What could be improved?  <b>Do you live in the North or South part?</b> Perception of the other part?	Male or female?  Age category?  Nationality?  Family situation?  Education?
<b>Housing situation</b>	<b>How would you describe your neighborhood to us?</b> Housing, people/diversity, public space  <b>What does your own living situation look like?</b> Apartment or house? (Owner or tenant?) Shared apartment, single, with family?  <b>Why did you move to the neighborhood and are you planning on staying?</b> Optional: How do you feel about Delft in general?	Are people satisfied with the housing situation?
<b>Social cohesion / interaction</b>	<b>Who do you interact with in your daily life?</b> <ul style="list-style-type: none"> <li>- Direct neighbors? Street? Block? Other neighborhoods?</li> <li>- Family, friends, colleagues</li> <li>- None of the above</li> </ul> <b>Do you feel connected to the neighborhood?</b> (yes-no question) Why or why not? (> identification) Where do you go to work? (here or somewhere else? How is connectivity?)	Connectivity to Delft or other cities;  means of transport (bike, bus, car)



<b>Facilities &amp; public space</b>	<b>How do you use the public space?</b> What is there to do in the neighborhood? How does your life look like here? <b>Which facilities are you missing?</b> (e. g. playground, community space, stores)  <b>Where do you get your information about activities, events, changes in the neighborhood from?</b>	
<b>Safety</b>	<b>Do you feel safe in the neighborhood?</b> (yes/ no question...) What makes you feel safe or unsafe?	
<b>Aesthetics</b>	<b>How do you feel about the cleanliness and maintenance in the neighborhood?</b>	
<b>Improvements &amp; perception of own role</b>	<b>Who should be involved or in charge of changes/developments in the neighborhood?</b> Do you think people living in the neighborhood could or should have an influence? What could they do?	
<b>Final question</b>	How would you grade the neighborhood (1-10)? Is there anything you want to add?	

## Wednesday 11 maart

### Parties involved at market:

#### Municipality Delft

What does the municipality do about the housing stock?

What does the municipality want to improve? And how are they doing this at the moment?

#### Housing corporations

Increase amount of middle/high price class houses?

#### Police forces

What are aandachtsgebieden?

What are save areas?

Subjectieve veiligheid?

Veiligheidsmonitor → opzoeken!

#### Residents

Motivation to move: children



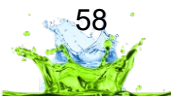
Table A2

*Interview guide for the information market interviews*

Concept / category	Questions
Personal details (here /at the end of the interview)	<p>Age Gender Nationaliteit/migratieachtergrond <i>Komt u oorspronkelijk uit deze buurt?</i> Buurtscore Occupation Income</p> <p><b>How long have you lived here?</b></p> <p>What kind of changes have you noticed?</p> <p><b>What does your living situation look like?</b></p> <p>Apartment or house? (Owner or tenant?) Shared apartment, single, with family?</p> <p>How would you grade the neighborhood (1-10)?</p>
Housing situation	<p>How do you feel about the housing stock?</p> <p>Why did you move to the neighborhood?</p> <p>Would you move if you could?</p> <p>How do you feel about Delft in general?</p>
Social cohesion / interaction	<p>Who do you have contact with?</p> <ul style="list-style-type: none"> <li>- Direct neighbors?</li> <li>- Block?</li> <li>- Street?</li> <li>- Neighborhood?</li> <li>- None of the above</li> </ul> <p>Do you feel connected to the neighborhood? Identify?</p> <p>Where do you go to work?</p> <p>family/friends in the neighborhood?</p>



Facilities	<p>Where in the neighborhood do you come?</p> <p>Which facilities are you missing?</p> <ul style="list-style-type: none"> <li>- Playground</li> <li>- Community space</li> <li>- Stores</li> </ul> <p>Do you know where to find facilities and information in the neighborhood?</p>
Safety	<p>Do you feel safe in the neighborhood?</p> <p>How do you feel about the youth?</p> <p>Explosion?</p>
Aesthetics	<p>Do you feel like the neighborhood is clean?</p> <p>Well maintained?</p>
Improvements	<p>What is the worst characteristic of the neighborhood?</p> <p>What is the best characteristic of the neighborhood?</p> <p>Would you be willing to help improve the neighborhood? Feel responsible?</p> <p>Which category you feel you can have influence on?</p> <p>Which category can be most improved in the neighborhood?</p>
Comments	

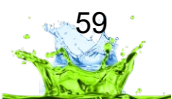




**Appendix B: Respondents and individual characteristics**

Table B1 Overview

Resp.	Date	Time	Place	Gender	Age (approx.)	Profession/ additional information	Duration of stay/presence
1	Wednesday 11.03.	16.00- 19.00h	Information market	M	+/- 50/60s		
2	Wednesday 11.03.	16.00- 19.00h	Information market	M	+/- 50/60s		
3	Wednesday 11.03.	16.00- 19.00h	Information market	M	+/- 35/40s	Alderman at the municipality of Delft for education, youth, integration and emancipation	
4	Wednesday 11.03.	16.00- 19.00h	Information market	F	+/- 60s		6 years
5	Wednesday 11.03.	16.00- 19.00h	Information market	F	+/- 40s		3 years
6	Wednesday 11.03.	16.00- 19.00h	Information market	M	+/- 40s	Local police officer (wijkagent)	1 year?
7	Wednesday 11.03.	16.00- 19.00h	Information market	M	+/- 30s	Police officer (in training)	
8	Wednesday 11.03.	16.00- 19.00h	Information market	F	+/- 40s	Vestia housing corporation	
9	Wednesday 11.03.	16.00- 19.00h	Information market	M	+/- 40s	Representative from <a href="#">HUNC</a>	



<b>10</b>	Wednesday 11.03.	16.00- 19.00h	Information market	M	65+		> 1 y
<b>11</b>	Thursday 12.03.	13.45- 15.15h	Van der Lelijstraat (near shops)	F	+/- 50/60s	Dog owner	
<b>12</b>	Thursday 12.03.	13.45- 15.15h	Street with bus stop	M	16-20 years		2 years
<b>13</b>	Thursday 12.03.	13.45- 15.15h	Bus stop	M	20-25 years	Lived with parents, student?	15 years
<b>14</b>	Thursday 12.03.	13.45- 15.15h	Corner neighborhood center and café	F	30-40s	Mother	4 years
<b>15</b>	Saturday 14.03.	10.00- 11.30h	Foreestweg	F	+/- 30s	Dog owner, has a kid	1 year
<b>16</b>	Saturday 14.03.	10.00- 11.30h	Salon, Foreestweg	F	20-30s	Hairdresser	6 months
<b>17</b>	Saturday 14.03.	10.00- 11.30h	Near Kinschotlaan	M	40-50s	Has a family, was working on his house	16 years
<b>18</b>	Saturday 14.03.	10.00- 11.30h	Foreestweg	M	50s	Dog owner	32 years
<b>19</b>	Tuesday 24.03			M		Buurtverbinder 1	
<b>20</b>	Tuesday 24.03			F		Buurtverbinder 2	47 years



## Appendix C: Preliminary findings

### Day 1 interviews - 11 March 2020 16.00-19.00h

R1. Male, +- 50/60s, Dutch, held a cane

- a. Points of improvement: Around the Forestplein there is much 'hang youth', drug problems (though both mostly in the summer) and littering. This increased since the placement of the benches and since other neighborhoods were 'included' to Voordijkshoorn, such as Harnaspolder.
- b. Interaction with neighbors: he has much contact with his neighbors and perceives this as positive.
- c. Feelings of safety: not so much, also due to the shooting.
- d. Suggestions: he doesn't think it is sensible to place social housings and owner-occupied homes together, since tenants aren't as cautious as buyers. So, in the long run, social housings will scare away potential buyers.

R2. Male, +- 50s/60s, Dutch

- a. Feelings of safety: quite low, due to bad quality of sidewalks and streetlights which were not working properly. These were supposed to be fixed by the municipality 10 years ago, but this was never finished. *Trust* in the municipality has decreased.

R3. Alderman at the municipality of Delft for education, youth, integration and emancipation

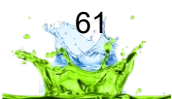
- a. Points of improvement: mostly focused on public space and, specifically, the appearance of the Forestplein and its surroundings. She has managed to make some money available to invest in the appearance of the square. She also wants residents to be more active and louder, like other neighborhoods. It is true though, that Kuyperwijk isn't as much problematic as other neighborhoods in Delft that have drawn a lot of attention from the municipality and have since also improved a lot (for example Buitenhof). Kuyperwijk is "too average" to draw attention and investments from the municipality. If the willingness of the residents to report problems and change the neighborhood is increased, this will be effective.

R4. Female, +-60s, Dutch

- a. Duration stay in Kuyperwijk: she moved out of the Kuyperwijk, but around 6 years ago she and her husband moved back because they liked the neighborhood that much and because there were cheaper houses. They rent via Woonbron.
- b. Positive aspects of the neighborhood: she really likes neighborhood center De Parel, however, not everyone is using the center because people do not know that it exists.

R5. Female, +- 40s, Dutch, has been living for 3 years at the Kuyperwijk

- a. Points of improvement: placement of more dustbins for littering. There is also a lot of nuisance, her suggestion would be to change the opening hours of the stores and to place a new police station within walking distance. It would be nice if more benches are placed and there would be more facilities to sit outside. Now, she has no place to sit outside in the summer. She would also like to see a greater variation in facilities like in Rotterdam, where she used to live. Greener and parks, which are suitable for everyone and not only "hang youth". It would be good to add cameras to increase surveillance, because police surveillance cars come and go and



whenever they aren't here, the youth continues causing trouble. She doesn't know if there are any cameras in the neighborhood.

- b. Interaction with neighbors: she has frequently contact with her direct neighbors, the conversations about all the problems in their neighborhood bonds them.
- c. Feelings of safety: she reported issues of nuisance at the police and afterwards this was told to the people whom it concerned. These people harassed her which made her feel very unsafe. At night she always takes another route to get home to avoid these people.
- d. Institutions: she doesn't trust the police (see above) and the municipality as the latter never provided proper feedback on her reports.
- e. HUNC: she loves the changes that HUNC wants to introduce to the neighborhood, especially the benches at the square and outside of shops.

#### R6. Local police officer

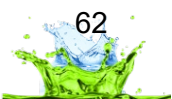
- a. Point of improvement: social cohesion and engagement is really low in the Kuyperwijk. He said that everyone from the neighborhood has a responsibility to change this; this includes the municipality, police officers but most importantly the residents themselves. The municipality of Delft is really poor, so improvements should come from the residents themselves. He mentioned the people who hang around the Foreestplein and said that instead of combatting it, it is also wise to take the perspective of these people into account. Why is it that some people are already drinking alcohol here at 11 am in the morning? Another point he mentioned was the nuisance in the porches of houses, often caused by troubled persons.
- b. Methods: the collaboration with the municipality and Vestia is fruitful. Together with Vestia the local police officer can make a social round and go from door to door. In some cases, he has no access to the houses, or he is not allowed to enter them. Vestia has more rights to do so and can go with him. Furthermore, it is important to provide feedback on the results whenever people report something to the police (to maintain trust and understanding between police and residents). Also try to understand the situation of the 'hang youth'; why are they drinking during the day? It could be that they can't find work or because of a depression. The police thus take a multi-disciplinary approach.

#### R7. Police officer in training

- a. Points of improvement: the main focus lies on the renovation of the Foreestplein. They want to tackle nuisance, alcohol and drugs use (they already implemented an alcohol ban earlier). *Note*: he said that it is not hang youth, but Antillean people between 25 and 50 years old.
- b. Methods: he works on a (final) paper on the unrest in the Kuyperwijk that will be published in June of this year. He will try to answer how feelings of safety can be improved and to increase the willingness to report by residents by strengthening the communication with them and inform them better. He also analyses if something can be done against drinking at the Foreestplein.
- c. A police station cannot be placed in the neighborhood. Even if there was a chance, it would take many years. (this refers to R5)

#### R8. Vestia housing corporation

- a. Points of improvement: the issues mentioned by Vestia were similar to what all the other participants in the interviews already said. The tenants of Vestia talk about the people who hang around, the littering and the



shooting. They also emphasized that involvement or engagement is really low in the neighborhood. They also talked about the so called "mutatie-graad" (mutation degree). This degree is really high, meaning that people move out as soon as they can.

- b. Positive points: the collaboration with the local police officer is fruitful. Vestia can use their tenancy law (huurrecht) to give the local police officer more access to certain houses if needed.
- c. [www.kijkopdevoordijk.nl](http://www.kijkopdevoordijk.nl) → a neighborhood platform initiated by *buurtverbinders* for people living in the Voordijkshoorn.

#### R9. Representative from HUNC

- a. Goal: connect people with nature; ensure people to go outside and stay outside longer.
- b. Method: adding art in the Foreestplein and surroundings.
- c. Outcome: a direct outcome would be that people would talk about the art, even if it's complaints. The art serves as discussion material. Because seatings are added at the square and its surroundings, people can finally sit somewhere in the Kuyperwijk.

#### R10. Interview guy (via classmate)

- a. Improvements: people used to fish outside near the square and it also served as a social activity. Nowadays there are no fishes left.

Additional points: transportation is very limited to the Kuyperwijk. This also hinders the social cohesion of the neighborhood and makes it less welcoming for people to shop in this area.

### Day 2 interviews - 12 March 2020, 13.45-15.15h

#### R11. Female, +/- 60s (*it's just my estimates qua age*), Dutch

- a. Positive aspects of the neighborhood: it is a very social neighborhood with a willingness to help each other. There are also a lot of nice stores available.
- b. Points of improvement: there is a lot of construction going on, which is badly communicated towards the neighborhood. The neighborhood could be made cozier with light in the trees.
- c. Feeling of safety: it feels safe during the day, but not at night. There are people sitting in their car besides the road for no reason.
- d. Cleanliness/appearance neighborhood: lots of trash on the side of the roads. The bins are often too full.

#### R12. Male, between 16-20 years, Dutch

- a. Duration stay in the Kuyperwijk: 2 years
- b. Positive aspects of the neighborhood: there are no problems, it is a very quiet place
- c. Points of improvement: none
- d. Neighborhood description: cozy
- e. Interaction with neighbors: it differs, it can be your close neighbors and friends in the neighborhood
- f. Feeling of safety: it feels safe in the neighborhood
- g. Cleanliness/appearance neighborhood: it is not always clean
- h. Leisure: Spends most time outside of the neighborhood hanging with friends



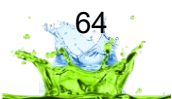


R13. Male, between 22-26 yrs, Dutch

- a. Duration stay in Kuyperwijk; 15 years, lives here with his parents and grew up in the area.
- b. Positive aspects of the neighborhood; it is quiet and there is no nuisance because there are many older people living in the area (especially where he lives)
- c. Negative aspects of the neighborhood; there are several robberies, because there are so many older people it is easier for people to rob them
- d. Neighborhood description; quiet
- e. Reason for moving to Kuyperwijk; the old house was too small
- f. Interaction with neighbors; contact with close neighbors, like 2 to 4 people. No further than a couple of houses away
- g. Sense of belonging; feels more connected to the people in the area than the neighborhood independently. Feels more connected to the city of Delft in general instead of the neighborhood
- h. Points of improvement; he misses leisure and/or sports facilities for the older generation of youth. The spaces available to play soccer are really small and made for younger kids. A soccer field for older kids is missing in the Kuyperwijk. More than this facility nothing much needs to change. But if there can be bridges built to facilitate access to other parts of the area that would be nice. Although if it is due to safety reasons that these bridges are not built then it is fine.
- i. Neighborhood activities; there aren't many activities that occur, but if there are he usually gets a letter at home (in the mailbox).
- j. Feeling of safety; feels safe, although there have been several break ins in houses in the neighborhood
- k. Cleanliness/appearance neighborhood; there is a park that was renewed

R14. Female, late 30s early 40s, mother, Dutch

- a. Duration stay in Kuyperwijk; 4 years
- b. Positive aspects of the neighborhood; there are many shops nearby
- c. Negative aspects of the neighborhood; there are young men that hang around the main square at night and it gives an unsafe feeling
- d. Neighborhood description; normal
- e. Points of improvement; the young men that hang around the square at night should be dealt with and a "wijkapp" should be implemented. Another point of improvement is traffic safety. The way that the streets are structured makes it difficult for someone that comes out of one of the streets to see around the corner of buildings. So, she thought it would be safer if there were small mirrors on the corner of the street to better see when someone is coming.
- f. Interaction with neighbors; contact with close neighbors only
- g. Sense of belonging; not really. If she has to move to a different area, she will do it without a problem
- h. Neighborhood activities; has no idea about activities that may occur in the neighborhood
- i. Feeling of safety; doesn't feel safe near the square where the young men hang at night. She usually takes a different route to avoid these young men, especially when walking with her child.
- j. Cleanliness/appearance neighborhood; the streets are well taken care off (it's not really dirty)
- k. Spends most time in the neighborhood



**Day 3 interviews - 14 March 2020**

R15. Female, +/- 30, Dutch, 1 year in Kuyperwijk

- a. Living situation: could be improved, but she is leaving in two months anyway. Her stay was meant to be temporary.
- b. Positive aspects of the neighborhood: lots of green
- c. Points of improvement: heavy traffic, her son can't play outside safely because of this; their neighborhood isn't child friendly. There are also people hanging outside making the neighborhood unsafe. She misses good playgrounds.
- d. Description of the neighborhood: working-class neighborhood
- e. Connections: is not connected to the neighbors, doesn't feel connected to the neighborhood and doesn't keep track of events in the neighborhood. Doesn't use any facilities except for the stores.
- f. Feeling of safety: safety could be improved; it's not as safe as when she lived in Noord
- g. Cleanliness/appearance neighborhood: is disappointing

R16. Female, between 20-30 years old, hairdresser (only works 6 months at the Kuyperwijk)

- a. Positive aspects of the neighborhood: quiet neighborhood, nobody harasses you.
- b. Points of improvement: lots of hang youth that can be addressed better; together with people from the cafe next door who sometimes harass her customers. The appearance of the neighborhood can be improved, as well as the range of shops. If Action or Kruidvat would be introduced, this would attract more customers for the rest of the neighborhood; the prices are too high in this neighborhood, so people do their shopping elsewhere; also, the ditches should be removed and replaced by benches.
- c. Connections: Yes, talks with people from the neighborhood and tries to advertise for them, because many stores don't have sufficient customers.
- d. Feeling of safety: depends, see answers above. She only works at Kuyperwijk which means that she's only here during daytime when there is far less harassment, but she knows that it is an unsafe neighborhood.
- e. Cleanliness/appearance neighborhood: yes
- f. Activities: doesn't generally take part in activities at the Kuyperwijk but has been invited to a meeting in the past with the municipality and shop owners (from the Kuyperwijk) to discuss possibilities for improvement. She came to understand that the municipality had saved 15000 for improvement of the Kuyperwijk.
- g. Final suggestion: safety and purchasing power should be increased.

R17. Male, between 40-50 years old, lives 16 years at the Kuyperwijk (near Kinschotlaan)

- a. Positive aspects of the neighborhood: the Kuyperwijk has a bad name but the respondent hardly notices it. He lives in a quiet part of the neighborhood and near the city center. He has also rebuilt his house.
- b. Points of improvement: the social balance can be improved, maybe by introducing a combination of owner-occupied houses and bungalows; like in the Ecoduswijk (behind the ditch near the Populierenwijk). Also, there should be more attention from the municipality for developments in housing. More attention for social housing, they are now working on it as a few houses have been demolished. With regard to respondents' own initiatives; he is in conversation with people from his block to take a cedar roof.



- c. Description neighborhood: the block where the respondent lives, is nice and there is a lot of contact between people from this block of owner-occupied houses. There is, however, less contact between the north and south of the Kuyperwijk
- d. Connections: doesn't feel connected to the whole neighborhood but only his block. The respondent plans to live here permanently and it doesn't matter to him that he doesn't have contacts in the rest of the neighborhood. He doesn't actively try to update himself about neighborhood activities but points out that it is easy to find that kind of information. He does receive the newspaper 'Delft op Zondag', which mentions the Kuyperwijk as well.
- e. Feeling of safety: Yes, he has never experienced anything unsafe feelings, but he has heard the stories of unsafe situations about the neighborhood.
- f. Facilities: doesn't use the neighborhood center, but the general practitioner post, pharmacy and shops.
- g. Kinschotlaan: after the houses at the Kinshotlaan have been demolished, single family homes should be built there instead.

Casual conversation with two men between 40-50 who have lived in the Kuyperwijk for years (no official interview):

- a. Positive aspects of the neighborhood: Both enjoy their neighborhood and have good contact with neighbors. They also organize a barbecue with just their direct neighbors in the summer.
- b. Points of improvement: Respondent 1 is planning to leave, not because of the Kuyperwijk but because of Delft in its entirety. There also used to be a community center that is now gone, and more was organized in the past. Both men regret that the social housing in the district does not match the rest of the houses because of its appearance; more money and time needs to be invested in these types of houses. This is nicer to look at and will make their houses worth more.

R18. Male, in his 50s, has lived at the Kuyperwijk 32 years

- a. Points of improvement: Would like the social housing to be renovated; the appearance of social housings do not fit with the rest of the district (where there is now a lot of new construction). The respondent also lives in social housing.  
There are youth causing trouble in the neighborhood, but they aren't from this neighborhood. There should be more facilities, such as a community center, for the youth because they have nowhere to go now.
- b. Future plans: wants to stay if the social housings will be renovated.
- c. Connections: waved to many passerby's; it seems that he has good contacts in the neighborhood. The respondent also hires local people for his cleaning company.
- d. Facilities: he mentions that there used to be a community center which kept the youth busy, but it was closed because another building had to be built instead.

#### Day 4 interviews with the *buurtverbinders* - 24 March 2020

R19. *Buurtverbinder 1* (and Pastor) of the Kuyperwijk (lives next to Kuyperwijk)

- a. Reflection on info market:
  - i. Learned new insights such as that safety and the lack thereof is still and even a more important issue in the neighborhood,



- ii. had expected more residents and shop owners to visit the market,
- iii. valued the social perspective some TU-students were focusing on with regard to the Kuiperwijk rather than the housing focus some other students took. These were the TU-students who had a table at Restaurant Doel not “us” from the course Social Inequality.
- iv. Also, respondent noticed how the residents sometimes differed in their answers depending on where they lived in the Kuiperwijk: some experienced safety, others did not depend on where they lived.
- v. The last and most important point: safety is the most important issue in the Kuiperwijk. They are all convinced that if safety problems, namely because of the hang youth, are tackled (also referred to as the “cancerous growth”); this will improve various other components, such as communication, social cohesion and assertiveness of residents.
- b. Initiatives in the past to tackle this ‘hang youth problem’: There have been some in the past, but he didn’t specifically go into all, and time wise, I couldn’t either.
  - i. Employee 1 from restaurant Doel: is trying to find a place to receive these youth and organize some activities with/for them
  - ii. Haaglanden Beweegt has organized sporting activities for youth from the neighborhood. Respondent thought these initiatives had helped to reduce the safety problems, but at the info market he learned otherwise. On the contrary: he learned that the square has attracted more hang youth than before.
- c. Where can residents go to talk about their neighborhood?
  - i. Restaurant Doel: the most popular place to go but the number of visitors is dropping since it has gotten the image of a place for people that need assistance from GGZ Delfland, and many don’t feel they belong to this category.
  - ii. Resident: but this is more a place for elderly/people with dementia.
  - iii. Wijkcentrum Parel: many social activities such as billiards to play. Every Saturday *buurtverbinders* get together to discuss the neighborhood, but residents hardly or don’t show up, although they are invited to do so at the website of the *buurtverbinders*.
- d. Possibilities for *buurtverbinders*:
  - i. New tools for communication: currently, only the website and the Facebook page is used to interact with residents and share information, but the website is hardly visited and the Facebook page isn’t actively used. Additionally, and most often, Buurverbinders share information through flyers, but this has become difficult now due to the current pandemic. Respondent suggests: a newspaper for Kuiperwijk only or a Whatsapp group to connect people.  
 There is a ‘safety app’, which is a Whatsapp group created by the police and municipality to increase safety in the neighborhood and offer residents a medium to report crime. There was a lot of attention from residents for this app.  
 Respondent would like to see an equivalent group, but for social matters not per se safety. There is a similar group that was created recently due to the outbreak of the pandemic and current measures against it. People have written the manager of the Safety Whatsapp group about a way to contact people who are in need in the neighborhood. The manager thus created a new Whatsapp group with all the members of the Safety Whatsapp group and allowed people to add more people from the neighborhood. This group was and still is very successful. Respondent would like to see a similar Whatsapp group but only for residents from Kuiperwijk for various reasons: complaining, recommendations, positive remarks, etc.



- ii. Becoming a foundation: the *buurtverbinders* want to start a foundation so they can have an income and be able to do more.
- e. Hang youth: It started with a small group of hang youth. These were youth from the neighborhood and were supervised by two people named *buurtvaders* (*Neighborhood fathers*). It was said that the hang youth dealt/deals drugs, but nobody knows which type of drugs is dealt. Recently, benches have been placed in the square, but these have since been used by the youth at night. The police try to keep an eye on these youth, but their presence is often short (passing by in a police car) and they don't seem to be able to catch them red-handed. But since the police increased its presence and maybe because of bad publicity on the square as a result thereof, the square has seemed to attract more hang youth. According to the respondent, certain hang youth might be attracted to the square because of its negative image (in media and police presence): "we can have more riots there". As a result, thereof, residents feel less safe and notice that crime has increased. Though, according to the police, crime in Kuypervijk is decreasing. Respondent notices that willingness to report is low, which is a problem and maybe explains why there are two realities perceived by residents and police (and even he himself before the info market).
- f. HUNC and its added value:  
HUNC's initiative is mostly about the cooperation between shop owners. The South side of the square (which lies in the Kuypervijk Zuid) doesn't receive sufficient attention. All events are organized on the north side, like the info market. As a result, thereof, people have become less willing to cross the street and shop on the South side. HUNC tries to improve the cooperation between shop owners and increase (feelings of) unity among them and, consequently, also the residents.
- g. Public space: Should there be more benches? Not per se; respondent hasn't heard anyone mention that before. There are benches in the Kuypervijk, but often near owner-occupied homes and not in open spaces. Respondent suggests residents should be made responsible for the green surrounding their houses, to connect people and increase the aesthetics of the neighborhood. He would like to coordinate this initiative if it is implemented.

R20. *Buurtverbinder* 2 of the Kuypervijk (has lived 47 years in Kuypervijk South)

- a. Reflection on info market: the turnout was moderate, and the time wasn't ideal (after work, before dinner). Moreover, little advertising had been made and the place(s) were announced rather last minute.  
HUNC: the colorful dots project by HUNC has inspired the *buurtverbinders* from the Kuypervijk to start an initiative, called "Op de stip zetten" (To put in the spotlight), for which they regularly choose a resident to whom they pay special attention to on their website. Goal: to inform residents about each other and connect them through these stories.  
Noteworthy: some entrepreneurs from the neighborhood were present, such as Panis and Stoffer. According to the respondent this might be due to the fact that they have been in contact with the municipality; they feel heard (maybe taken seriously) and thus take an opportunity such as an info market serious.  
Furthermore, she is very positive about the input from everyone who was present.
- b. Municipality: with regard to the municipality the respondent mentions that there are regular meetings at the municipality about the Kuypervijk where *buurtverbinders* but also entrepreneurs are present. It seems that the municipality is planning on making more money, apparently a large sum, available to invest in the Kuypervijk and are now investigating which investments are best. There is a bit of disagreement between entrepreneurs





and residents; the first mentioned wants the budget to be largely invested in them, while the respondent also points out that there are any people in the Kuyperwijk, such as elderly, who also need the financial support.

- c. Facilities and activities: there are insufficient facilities present in the neighborhood and partly because of this too little is organized. Another reason given for the lack of activities is the nature of many ethnic Dutch residents; they are cold and distanced towards and from each other. Lack of warmth and contact; leading to low social cohesion. "People should live more!"

Respondent suggests more spaces for people to come together, such as a community center.

- d. Hang youth: there are many from the neighborhood and some presumably from outside who the respondent doesn't know. She also points out that the age of these youth ranges from 25 up to 50 years. She tries to stay in touch with these youngsters, but it is hard and sometimes insufficient to talk; sometimes they don't listen. She has contacted the police and as a result of these complaints and the shooting incident last year, the police has increased its presence in the neighborhood and also parks a so called 'prevention bus' at the square to keep an eye on the youth and to be personally approached by residents who have complaints and questions.

As a result of increasing unrest, entrepreneurs and residents have started to cooperate more. Though this has currently become difficult because of the pandemic.

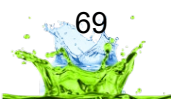
Current/past initiatives for youth against hanging: that of employee 1 of restaurant Doel. Respondent is skeptical about this initiative as the GGZ has a certain image and only attracts people with disabilities. She has also been involved in past initiatives, but the changes were small. She mentions that as a *buurtverbinder*, she is and has to stay visible and approachable for everyone, including the youth.

She suggests a coach/youth worker should be installed who has experience working with youth and can work together with as well as keep an eye on them.

- e. Safety: There are two types of Whatsapp groups: burglar app and general crime app to increase safety in the neighborhood. These groups are meant for emergencies only. Some people use the app as a means to communicate about their personal life and some others are rude: both are warned and removed from the group if they don't abide by the group rules.

Institutions and their professionals aren't on top of the problems in the neighborhood: problems in the neighborhood, such as problem families and those with mental illnesses, aren't detected soon enough and treated. Instead, these problems have become more visible for regular residents. The respondent notices, for example, more people with obvious mental illnesses on the street that should be admitted. By not taking this step the feelings of safety decrease.

- f. Community centre: there used to be a community center in the past where youth spend time and easily be approached.
- g. Van Kinschotstraat: is known to be THE problem street. There are often problems in that street; many fights and litter. After informing her about the plans from the municipality to demolish the street, she expresses her agreement with this decision. Many people currently living there should move elsewhere and make room for educated and young people with families.
- h. Three most important points to the respondent:
- there should be a meeting space that also serves as a source of information for youth
  - gardens and parks where you can walk around and enjoy the sights but also vegetable gardens;
  - facilities for residents, especially the elderly where they can meet outside of their homes and meet others.



- i. Most important observation: respondent puts social cohesion (increased interaction between residents) first and expects safety to decrease once social cohesion is increased. Remarkably, R19 has made the opposite suggestion: first tackle (feelings of) unsafety and increased social cohesion will follow.



**Appendix D: Respondent interview answers**

Table D1

*Would the residents move when given the opportunity?*

	Times mentioned	Respondent number
<b>Stay</b>	II	17, 18
<b>Move</b>	II	14, 15

Table D2

*Do you feel connected to the Kuyperwijk?*

Connected?	Times mentioned	Respondent number
<b>Yes</b>	-	-
<b>No</b>	III	14, 15, 17

Table D3

*Do the respondents use the available public facilities?*

Use the public space/facilities	Times mentioned	Respondent number
<b>Yes</b>	III	11, 15, 17
<b>No</b>	-	-

Table D4

*Do the respondents feel well informed about events in the neighborhood?*

Well informed	Times mentioned	Respondent number
<b>Yes</b>	I	13
<b>No</b>	III	14, 15, 17



**Appendix E: Observation protocol - Kuypervijk South (overall)***By Anaïs David*

Table E1

*Observation notes*

	<b>27 February 2020, 13h-14.15h</b>	<b>12 March 2020, 13.45-15.15h</b>
Subjects	(1) Housing, (2) public space/facilities (3) street activity, (4) education, (5) transportation/accessibility, (6) communication	(1) street activity, (2) infrastructure and construction sites, (3) built environment/general upkeep, (4) public spaces and non-residential facilities
Notes	<p>Compared to Kuypervijk North (KN): housing complexes are lower and look more similar, are less closely stacked and have more open spaces (greenery). Housing differences (built environment) very visible. The houses seemed relatively well kept (better than the image I had before the visit).</p> <p>I could count 2-3 open spaces with goals so kids can play soccer, among the other many open spaces in the neighborhood. Unlike in KN, the open space between the complexes is open (you can enter from multiple sides) and it has a gravel path. Spaces often divided by semi-natural (= nature structured by humans) elements.</p> <p>There was barely anyone to be seen on the streets, but many cars parked.</p> <p>There are only two middle schools close by; <i>Het Mozaik</i> inside Kuypervijk and the <i>International School</i> at Colijnlaan - in the adjacent neighborhood. There is a daycare,</p>	<p>Walking around the neighborhood for the second time I saw the same number of people as the first time. We did see some people walking their dogs and parents, mostly men, going to pick their kids up from the middle school <i>Het Mozaik</i> around 15.05-15.10h.</p> <p>There were places where the ground was not well leveled and a corner next to a big construction site where the ground partially broken, and the tiles were not able to hold me in balance when I stood on them. This construction site is very significant and caught my attention right away. Its limited access to the physical therapy office nearby. Most interestingly the sidewalk of the street where the elderly people lived (the one they are about to tear down) was most uneven. For the most part of the street, the ground was in a bad shape.</p> <p>There wasn't much graffiti and litter. I believe they are quite scattered. I didn't notice a pattern related to housing types where the graffiti was.</p>



	<p><i>Kinderdagverblijf de Bloesemboom</i> on the same road as <i>Het Mozaik</i>.</p> <p>There is only one bus stop on each side of the Kuyperwijk, and only bus 61 stops there. The streets were also quite slim and there were no bike lanes.</p> <p>The only place I saw information on neighborhood activities were behind the glass door of the new community center, <i>De Parel</i>, on the border of North and South - but in Kuyperwijk South.</p>	<p>The first batch I saw was at the entrance of Kuyperwijk Zuid. And another interesting place I saw some was in the street of <i>Het Mozaik</i>. Regarding the littering, it was just a couple of things here and there. Most notably there were some bottles and a glove close to the street drains. There were many trash cans everywhere. I also saw that the sign with the street name in <i>Het Mozaik's</i> street is very deteriorated. I could barely read the name of the street.</p> <p>There are several open spaces of greenery. Notably, right in front of the stores on the south side near the border, there is a big open grass space very well kept. An interesting facility found in this neighborhood is Vestia's support office (open on Tuesdays and Thursdays for an hour) in the row of shops in front of this open field/square. There were also several shops, mainly food related.</p>
--	---	---

