DESIGN

AN INCLUSIVE NEIGHBOURHOOD THROUGH DESIGN

GAME

SOCIAL INEQUALITY IN THE CITY DIVERSITY AND DESIGN

GROUP 7

FABIENNE MEERSHOEK 4980247
STANISŁAW KLAJS 5162122
YASMIN KURSUN 5264537
SILVIA SPURIGAN 5184509
KLAAS TROMP 4357841
ANNE DE WIT 5195209

DR. REINOUT KLEINHANS
DR. CAROLINE NEWTON
1-4-2020

TABLE OF CONTENT

1. INTRODUCTION

On 27 February 2020, our team walked for the first time through Kuyperwijk, a neighbourhood on the edge of the city Delft. For the course 'Social Inequality in the City, Diversity and Design' of Delft University of Technology (TU Delft) we took up the challenge to develop a strategic plan and design for this neighbourhood in a real-life case study.

While walking through the rain, one of the first things we noticed was the residential diversity in this neighbourhood: from tall modernist social houses to private semi-detached houses; large dull lawns next to well-maintained gardens; kids playing on the streets and elderly people playing bingo at the community centres; Turkish supermarkets next to traditional beer cafes.

These contrasts are what make the Kuyperwijk an interesting neighbourhood. However, we were also wondering what brings the different groups of residents together in the area. After interviewing the residents, and policymakers working in the Kuyperwijk, we found out that there is a need to create more social cohesion in the neighbourhood. According to the older residents, the Kuyperwijk was once a working-class neighbourhood (in Dutch 'Volksbuurt') where residents all knew each other and organised Christmas markets together, but the arrival of 'newcomers' changed the situation.

Nevertheless, the first reactions of the residents were quite positive about their neighbourhood. Different groups of residents greet each other in the streets, supermarket or when they bring their children to school, but a public space where they can meet each other is missing.

This also made it sometimes difficult for residents to explain what can be improved in their neighbourhood, because they do not entirely know what is happening there. The social connections between different groups are weak. We therefore decided to create a design for a public space that is open and attractive for everyone. An inclusive space that can bring people together, a place for activities and interactions.

1.1 SOCIAL COHESION IN TIMES OF CORONA

In March 2020, the COVID-19 / Corona outbreak suddenly changed our way of living. The strict regulations proved to us more than ever how important it is for people to know others, to go outside and to be surrounded by a pleasant environment. After some time of staying home and following the social distancing instructions, we saw people feeling lonely, less energetic and afraid. This situation highlighted even more the importance of social cohesion, thus increasing our confidence in choosing it as a focal point in our design and strategic plan. We regard social cohesion as a mechanism to create valuable impact on the quality of life of the residents both individually and collectively.

For our strategic plan and design, we therefore looked for possibilities to stimulate social connections after the corona-crisis, and create a more inclusive neighbourhood through design. As prime-minister Mark Rutte closed one of his speeches about the corona crisis: 'pay a bit of attention to each other', that is what we tried to do in this project.

1.2 OUR LOCATION: KUYPERWIJK-NORTH

Kuyperwijk, a neighbourhood with 1.610 inhabitants in 2019[1] has been selected as a case study for this assignment as it is one of the district reinforcement areas of the municipality of Delft for 2040.[2] This means the neighbourhood has potential for improvement and the municipality invests in a strategic plan to create a more balanced and varied neighbourhood with different facilities, amenities and public spaces.

The map below gives an impression of the location of the Kuyperwijk within Delft. The neighbourhood is only about ten minutes away by bicycle from the city centre of Delft and also not far away from the city centre of Rijswijk (15 minutes by bicycle).

Kuyperwijk is administratively divided into a 'Northern' and a 'Southern' part. Although our team has been asked to develop a plan for the Northern part, we also took into account the connection with the Southern part. In this way, we wanted to create effects on an individual level, but also on a higher neighbourhood level.

Figure 1: the location of the neighbourhood Kuyperwijk in Delft.[3]

1. https://allecijfers.nl/buurt/kuyperwijk-noord-delft/
2. https://www.delft.nl/bestuur-en-organisatie/delft-2040/kansrijke-locaties
3. Created by Yasmin Kursun.

1.3 RESEARCH QUESTION

Through short interviews with residents, relevant stakeholders and policy makers working in the Kuyperwijk (see chapter 2 and 3), we obtained a broad image of the feelings and thoughts of inhabitants with regards to the neighbourhood. Although many feelings were positive, we also saw clear opportunities for improvements (see chapter 3).

For the design prototype, our team decided to focus on the lack of social cohesion that we firstly noticed as an important issue in the Kuyperwijk. From different academic literature, like Galster, we assume that social cohesion can work as a mechanism to create positive neighbourhood effects on the individual quality of life of residents.[4]

Thereby, we decided to tackle with our design intervention four main issues, that frequently came up during the interviews:

1. A lack of daily activities / facilities in the neighbourhood for youngsters to middle-age people;
2. A lack of interaction between inhabitants living in social housing and private housing as well as between established residents and 'newcomers';
3. A feeling of unsafety during nights, mainly caused by the presence of drug dealers around squares;
4. A need to improve the mobility infrastructure, mainly caused by too many cars in narrow streets and buildings under construction around the shopping street

Based on these issues, we therefore defined the following concrete research question:

Which design and urban policy plan can stimulate social cohesion in Kuyperwijk-North, and integrate issues regarding daily activities, interaction, safety and the mobility infrastructure?

Besides the negative feedback, we also received a lot of positive responses that we kept in mind for our plan. Residents often referred to the following aspects as being positive characteristics of their neighbourhood: the amount of playgrounds for kids, the activities organised for elderly people, the daily communication between inhabitants on the streets, the quietness during the day and the proximity of schools, supermarkets and other shops.

---

4. Glaster, G. C., (2012). The mechanism(s) of neighbourhood effects: theory, evidence, and policy implications. In: Neighbourhood Effects Research: New Perspectives. Springer

1.4 OUTLINE OF THE REPORT

In this report, we would first like to share our working approach, research findings and lessons learned during the project. Finally, we present a prototype design intervention, including a strategic plan for a specific location in the Kuyperwijk. The structure of this report is as follows:

Chapter 1:
Introduction of the project, including the research question.

Chapter 2:
A description of the research methodology and motivation.

Chapter 3:
A detailed analysis of our fieldwork and relevant academic literature, including a summary of the research findings.

Chapter 4:
A proposal for a design intervention for a specific location in the neighbourhood, which has been selected based on the analysis in chapter 3. It includes an outlined policy programme.

Chapter 5:
A short reflection on the process, our experiences and lessons-learned.

Figure 2: Example of movable furniture, project by Atelier Starzak Strebicki[5]

5. http://www.starzakstrebicki.eu/en/project/courtyard-city-hall/. Photos made by Mateusz Bieniaszczyk, Atelier Starzak Strebicki.

2. METHODOLOGY

In order to develop a comprehensive view of the situation in Kuyperwijk, we decided to use a mixed methods approach, using both quantitative and qualitative data. By using multiple methods, we could create a deep understanding with regards to the spatial and social characteristics of the neighbourhood, as well as the feelings and thoughts of the residents living there. According to Larkham population and agents are also shaping the urban landscape.[6] As we look to improve the lives of people in Delft, and not just the physical quality of houses, our main focus was on bottom-up information from the inhabitants themselves. Our first step was to quantify metadata, which would contribute to the direction of our further research. The second step was qualitative, therefore our focus was directed towards describing, exploring and searching for explanations.[7] Our third step was to research which scientific theories could be added to explain the issues we identified and to guide us towards achieving our goals.

Our first step was to collect and analyse quantitative data sources to obtain a general view of the Kuyperwijk. This statistical data provided a rough picture of the buildings and the people living here, as they describe the characteristics of the population. This provided some initial indicators with regards to the issues and the strengths of the neighbourhood.

Our second step was to obtain more information about the feelings and thoughts of the residents, visitors and stakeholders in the Kuyperwijk by different qualitative research methods: observations, photography, visual mapping and interviews. We started with observations and taking pictures. To know more about everyday life in the neighbourhood, we conducted interviews with inhabitants of the neighbourhood. We were curious as to whether they would mention issues we had not thought of before, and at the same time we wanted to know how they experience social connections in their neighbourhood. That is why a part of our questions is purely explorative and possibly able to induce new knowledge,[8] while a few of them are targeted to be able to verify our tentative expectations about social cohesion. The interviews were structured and kept short as we did not expect people to want to talk to us for more than 10 minutes. We collected the answers in an Excel sheet to have a clear overview. Next we visited the information market in the Kuyperwijk hosted by stakeholders in order to collect more information about the neighbourhood and its inhabitants.

After defining the main issues in Kuyperwijk-North using quantitative and qualitative research methods, we searched for relevant academic literature. This theoretical background was important to carefully analyse our research findings and get a better understanding of the mechanisms of social cohesion and place attachment.

6. Larkham, P. J. (2019). The Importance of Observation: Urban Morphology in the Field in: Teaching Urban Morphology, 265-279.

7. Newton, C. (20-02-2020) Fieldwork. An Introduction to some methods. Lecture slides.

8. Bryman, A. (2012). Social Research Methods - 4th Edition. 4th ed. Oxford: OXFORD University Press.

Finally, we developed a prototype for a design intervention in Kuyperwijk. To make our plan realistic in terms of costs and time, we decided to select one location for this intervention that fits best with our aim to design a space for everyone. To develop the design, we first searched for relevant reference projects. From these reference projects, we made a selection of ideas that we considered would fit best with the preferences of the residents. All this research is in the light of finding bottom-up solutions for increasing the liveability of the neighbourhood. The prototype design should therefore also be first tested with residents, before it can be implemented.

Besides the physical aspects, we also took into account in our design the possibility to organise social programmes. As Kleinhans mentions: although the effects of social programmes that involve residents meeting each other, such as street parties, street play events for children etcetera, is debatable, because local contexts differ and there are measurement problems, they are potentially rewarding strategies.[9]

Our research planning looked as follows:

27 February '20:
　　Excursion Kuyperwijk / guided tour + observations
5 March '20:
　　Interviews with residents on the streets + photography / visual mapping
11 March '20:
　　Interviews at the Information Market Kuyperwijk with residents, stakeholders and policy makers working in the neighbourhood
18 March '20:
　　Defining our research question + first analysis of our research
25 March '20:
　　Finding relevant academic literature + reference design projects
2 April '20:
　　Submission of the final strategic plan and prototype design

9. Kleinhans, R.J. (2012) Housing Policy and Regeneration. International Encyclopedia of Housing and Home Vol. 3, p. 593.

Each method we used has their own specific purpose, to get answers to our questions. The first step was necessary to construct a couple of targeted questions to ask during our interviews. At the beginning of the project we had heard that there might be tension or friction around social cohesion (because of the high percentage of social housing). This is why we asked the opinion of residents about this topic; we did not want to assume top-down. Analysing statistical data has the advantage of generating a lot of information about the neighbourhood without us having to collect it. This would have been impossible in our time frame and resources. The disadvantage is that we cannot choose the categories in which the data is coded or know exactly how the data has been collected and ordered. As we do not have the raw data we can not reorder it or check it. The source is official and most likely reliable, though.

The fieldwork (observations, photography, visual mapping and all interviews) was explorative in order to be open and catch the unexpected and unpredicted. The strength of actual fieldwork, rather than virtual or only consulting documents, is that it can be inductive and deductive at the same time, which means that it can answer questions as well as generate new ones. This enables an iterative process of acquiring knowledge. The main advantage of fieldwork is, however, to connect the real neighbourhood with the theoretical concepts. In other words the results of the fieldwork are the evidence that ties the – more abstract – theories to the streets and the people.

2.1 AN INTERDISCIPLINARY APPROACH

As a team with different study backgrounds and experiences, we have looked at the research question and case study from a multiple / interdisciplinary perspective. We investigated the spatial characteristics, but also social and cultural aspects of the location to develop a comprehensive plan.

Team members and expertise:

Anne de Wit
    History and Governance of migration and diversity
Stanisław Klajs
    Architecture, Urban Planning and Geography
Yasmin Kursun
    Cultural Studies/Arts Management
Fabienne Meershoek
    Sociology, Governance of migration and diversity
Silvia Spurigan
    Language Studies, History and Governance of migration and diversity
Klaas Tromp
    Architecture/Metropolitan Analysis, Design and Engineering

3. FIELDWORK AND ANALYSIS

3.1 INTRODUCTION

By conducting our fieldwork and analysis we wanted to get to the bottom of the issues experienced in the neighbourhood and get a clear understanding of the situation in order to create a tailor made design. By combining different research methods we could develop an informed opinion. Observations and interviews helped in the evaluation of the feelings and opinions of the inhabitants and how they perceive the liveability of the neighbourhood. These subjective methods were correlated with statistical data and scientific theories in order to gain a deeper understanding of our findings. The conclusions that we drew are presented at the end of this chapter.

3.2 QUANTITATIVE RESEARCH

According to AlleCijfers.nl, the Kuyperwijk-North has a total area of 16 hectares of land and is located within area 14 Voordijkshoorn in the municipality of Delft. The average density of addresses is 2,349 addresses per square km. A total of 2,925 households live in the neighbourhood. The number of inhabitants in the Kuyperwijk-North has increased by 65 inhabitants (rounded off by 4%): from 1,545 in 2013 to 1,610 in 2019. This number represents the number of people as registered in the population register on January 1st, of the respective year. A large number of the population (570 inhabitants) is between 25 and 45 years. The majority of the inhabitants are single (62,5%) or divorced (11,8%) and a smaller proportion are married (23,5%) or widowed (2,2%).

The gender distribution is almost equal, as 52,6% are female and 47,4% are male. In terms of nationality, in 2019 the majority of the people were Dutch (55%), 15,2% had a western background and 29,8% had a non-western background. A detailed breakdown of the population with a migration background can be observed below.
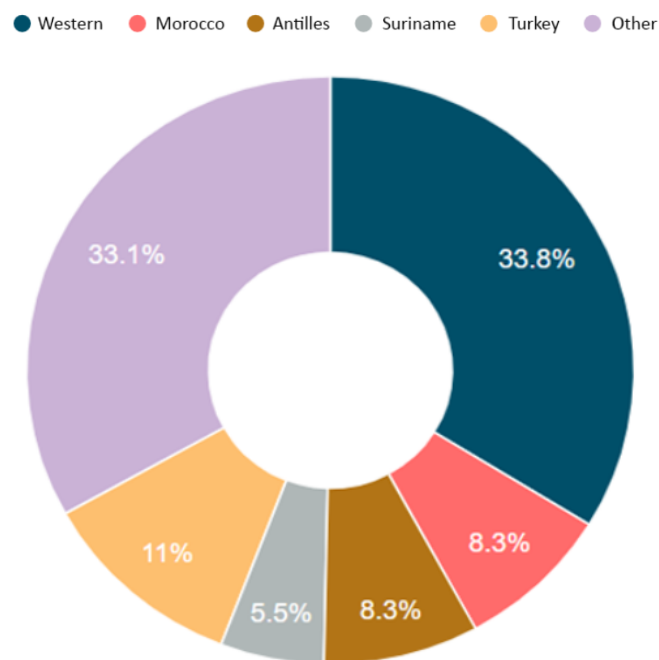

Figure 3: Migration background.[10]

---

10. https://allecijfers.nl/buurt/kuyperwijk-noord-delft/

The average yearly income in the Kuyperwijk-North is €22,500. This is the lowest of all the 14 neighbourhoods of Voordijkshoorn (the highest being €34,400 in Molenbuurt and the average €28,700).
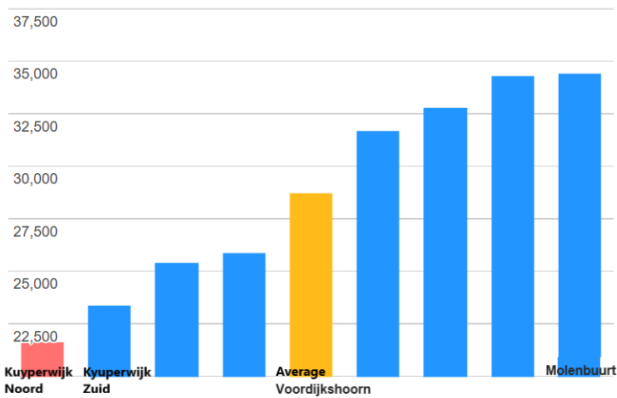
Figure 4: Average income per resident.[11]

On AlleCijfer.nl we can see that all the buildings of the Kuyperwijk-North were built between 1950 and 1970. A number of 893 of these buildings have residential function and are designed as multi-family houses (90%). Housing is offered predominantly by housing corporations (53%), only a fifth (19%) of rentals fall out of this offer and almost a third (28%) of the remaining properties are privately owned. The occupancy rate is almost 100%, only 3% of properties remained uninhabited in 2019.

Figure 5: Markers of the 893 residential buildings in the neighbourhood of the Kuyperwijk-North.[12]

11. https://allecijfers.nl/buurt/kuyperwijk-noord-delft/
12. https://allecijfers.nl/buurt/kuyperwijk-noord-delft/

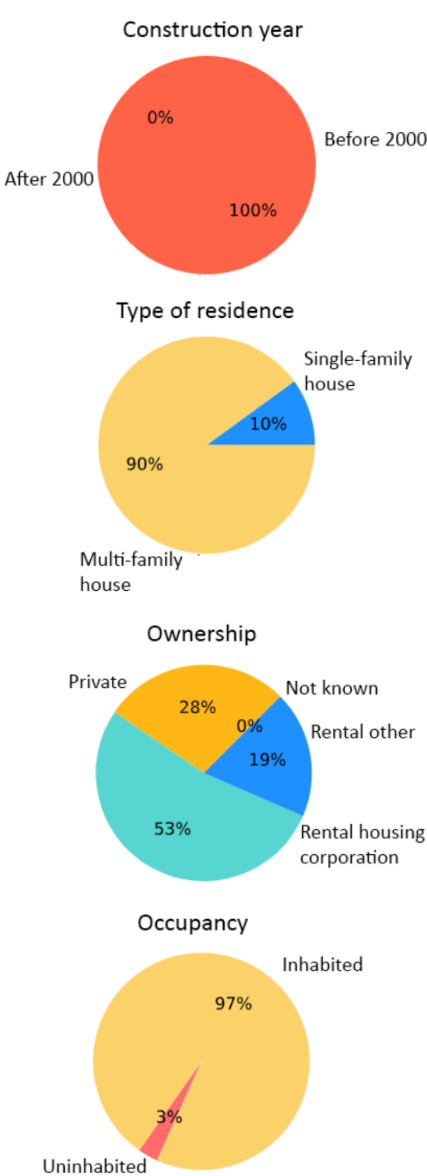The following graph shows the number of residents, addresses and passenger cars per square kilometer of land. This gives an impression of 'the degree of concentration of human activities' in the Kuyperwijk-North area compared to the average for the Netherlands.

We can observe that the density of all three markers is quite high compared to the Netherlands. This can be observed also with regards to the concentration of low income households, multi-family houses and migration backgrounds from the Dutch Antilles and Aruba.
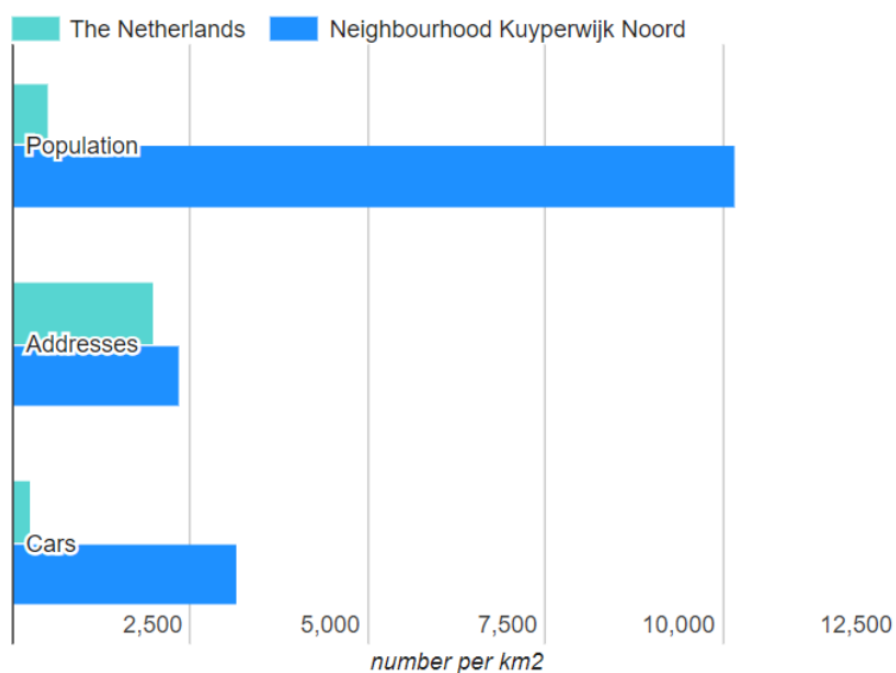
Figure 6: Density of population, addresses and cars per km2.[13]

#	Marker	Value	Value NL	Difference	Difference NL	Score
1	% Migration background Dutch Antilles and Aruba	4%	1%	3%	1%	4,16
2	Population density per km2	10.172	513	9.659	2.791	3,46
3	Passenger cars ratio per surface	3.168	253	2.915	1.080	2,70
4	% Low income households	18%	8%	10%	4%	2,69
5	% Multi-family houses	90%	36%	54%	20%	2,66

Figure 7: Top 5 discrepancies between the Kuyperwijk-North and the Netherlands (average).[14]

13. https://allecijfers.nl/buurt/kuyperwijk-noord-delft/
14. https://allecijfers.nl/buurt/kuyperwijk-noord-delft/

The quantitative data presented here is an objective tool that helps in identifying neighbourhood related issues and sharpening our design intervention plan. While conducting our qualitative analysis we could see these numbers being reflected in interviews and observations. The neighbourhood is diverse in many aspects ranging from residential buildings to population characteristics like age, marital status, country of origin (or background) and income. The population density is quite high and the number of residents keeps increasing.

A striking aspect is the ratio of passenger cars per surface, when compared to the national average. The feeling of unsafety, reported by some residents, is a result of the public disturbances and thefts reflected by statistics. These findings give direction to our intervention and support the need for a people oriented space with less traffic and cars, where the many diverse residents can meet and build trust.
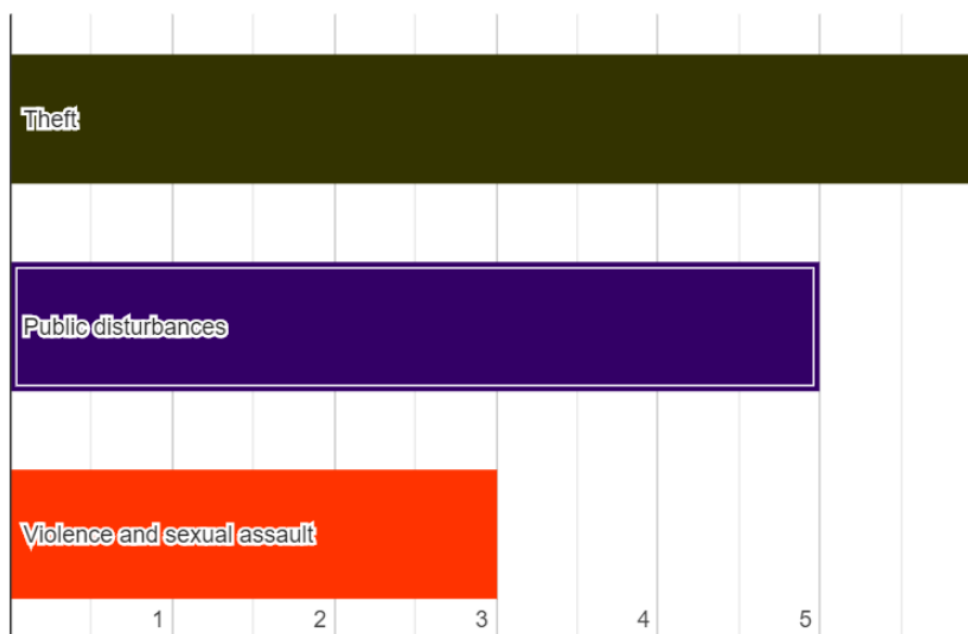
Criminality: number of crimes per 1000 inhabitants.

Figure 8: Number of crimes in the Kuyperwijk-North.[15]

15. https://allecijfers.nl/buurt/kuyperwijk-noord-delft/

3.3 OBSERVATIONS

Our first physical introduction to the neighbourhood the Kuyperwijk took place in the form of a guided tour. This tour served as a first impression and provided some background information as well semi-official ideas and goals that the municipality has for the neighbourhood. What is important to mention here is the fact that the semi-detached houses at the north of the Kuyperwijk-North were called the Golden Coast. This was because they are more expensive houses and have longer sunlight at their windows. This is interesting for us to take into account in further investigating social cohesion. We also analysed the connectivity of the area to the centre and the university by taking either the bus (line 61) or the bike to reach the starting point: the bus station at Van Foreestplein. As the tour was organised for a large group, encompassing the whole of the Kuyperwijk and made us dependent on the guide, we felt a need to return to the area and take a closer look at the Kuyperwijk-North and its people.
That afternoon three people from the team walked once more through all of the streets while observing, while the other half of our team interviewed pedestrians.

Throughout both walks the observers were taking pictures and analysing what they were seeing while giving special attention to the following facets:

- What the buildings and streets look like
- Which buildings are for residential use, which for commercial and which are mixed use
- How many green spaces and what do they look like (well-kept or not, etc.)
- What do the private gardens look like, if there are any
- Trash cans
- Is there trash lying around or broken things and/or graffiti
- How many bus stations are there

Nevertheless we stayed open-minded to any other aspect they might come across while walking through the neighbourhood. This was an important methodological decision as the particular strengths and weaknesses of the neighbourhood were not yet known in detail. In order to discover as many perspectives as possible, we decided to walk as one duo and one single observer. This enabled the duo to talk and discuss during the walk - and thus create a sort of meta-observation – and the single observer to view the neighbourhood independently who also took pictures.

We did not encounter more than the normal amount of trash, no graffiti or anything broken. This contributed to our decision to prioritise the improvement of the public square. As it was raining, cold and a Thursday afternoon, we did not meet many people in the streets, except for some walking their dog or on the way to do errands. The latter tended to be nearer to the square. We noticed that the playground and football goals were nice places for children to play, but only suitable for the smaller kids as the goals are rather small. More observations are visualised by photographs in the next paragraph. (For all the first observations see Appendix 1).

3.4 PHOTOGRAPHY / VISUAL MAPPING

As part of the observations, we made photographs of the neighbourhood to get a good first visual impression. These photographs appear in this chapter and are outlined on a map with numbers.

Figure 9: Map of where the photos were taken.[16]

PUBLIC SPACES
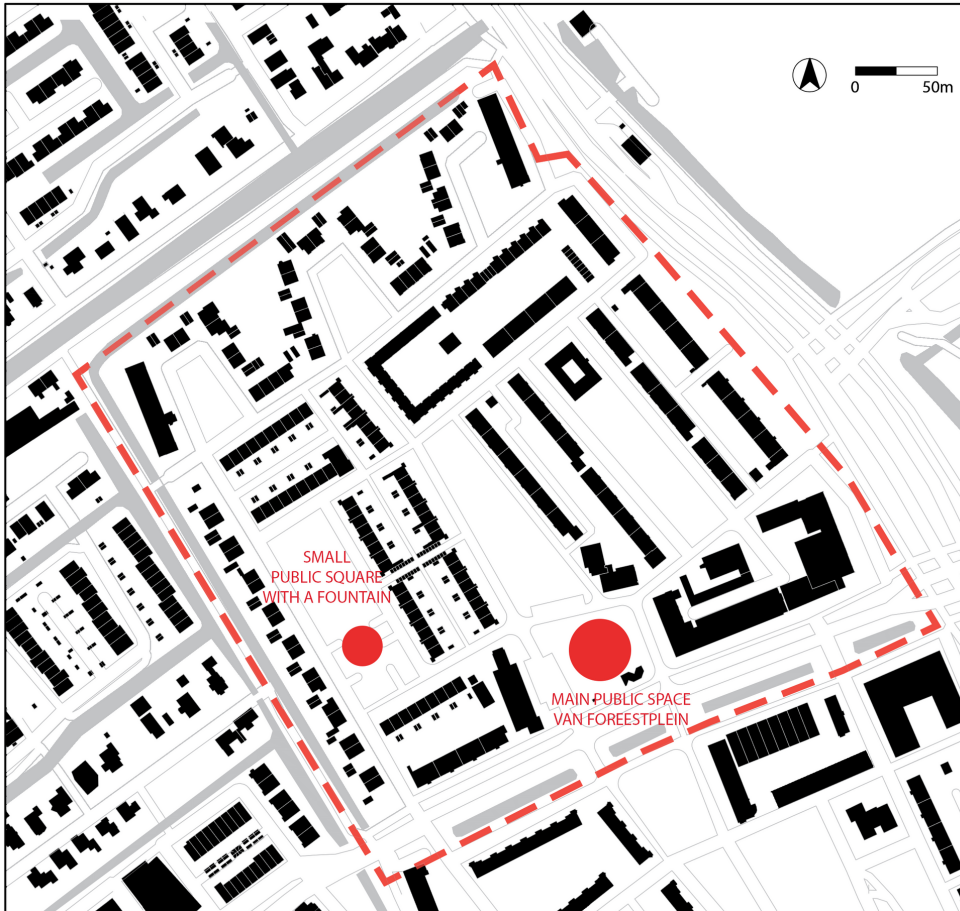
Figure 10: Map of the public squares in the Kuyperwijk-North. [17]

Current design of the square shapes an asphalt island in the middle, hard to access, separated from the surrounding shops and cafes by parked cars, a roadway and a grass field without designed pathways (Photos 1 and 2). This area is a place where groups of young people gather in the evenings to drink alcohol and deal drugs.

This area is also unused during the day, despite that the square is perceived as a main public space in the Kuyperwijk (Photos 3 and 4), Two rows of parked cars separate cafes and services from the middle of the square, both visually and functionally (Photos 5 and 6). Street is less safe for pedestrians as the visual contact with the driver is worse.

Figures 11 and 12: Van Foreestplein - view from the north-west. [18]

Figures 13 and 14: Van Foreestplein - middle of the square. [19]

Figures 15 and 16: Van Foreestplein - view from the north. [20]

GREEN AREAS

Figure 17: Map of the green areas in the Kuyperwijk-North.[21]

19. Photographs by Stanisław Klajs
20. Photographs by Stanisław Klajs
21. Created by Stanisław Klajs

Next to the main square of the neighbourhood there is a huge green area that is not arranged in any way that residents could take advantage of (Photos 7,8 and 9). In many places it is also poorly maintained.

Together with the Van Foreestplein square it could be treated as one public space, but with different character and functions.

Figures 18-20: Green area north of Van Foreestplein square.[22]

22. Photographs by Stanisław Klajs

Figures 21 and 22: Green area between blocks of flats. [23]

In the neighbourhood there are a lot of green spaces that the residents are using. Some of them are well-cared and others should be better maintained. Creation of small pocket parks and giving the right to take care of them to the residents could allow better surveillance of those spaces, increase the integration between the residents and improve the quality of all neighbourhood.

Figures 23-25: Green areas in the northern part of the Kuyperwijknext to Meermanstraat and single-family houses.[24]

Figures 26 and 27: Green areas between multi-family blocks of flats. [25]

23. Photographs by Stanisław Klajs
24. Photographs by Stanisław Klajs
25. Photographs by Stanisław Klajs

DANGEROUS AREAS

Figure 28: Map of dangerous areas in the Kuyperwijk-North.[26]

Figures 29 and 30: Places with the lack of social surveillance in the Kuyperwijk-North.[27]

26. Created by Stanisław Klajs
27. Photographs by Stanisław Klajs

In the neighbourhood there are many places that can be perceived as dangerous because of their design that does not help in crime prevention. The reason for that are poor lightening (Photo 17), blind walls (Photo 18) and in general lack of visual surveillance (Photo 19, 20).

In many places in Kuyperwijk there is a big disproportion between the space designated for pedestrians and for cars (Photo 21). It is visible on the main square, but also in other parts of the neighbourhood. Pavements in general are quite narrow and road lanes are too wide in comparison to the traffic they carry.

On the other hand, on average, in Kuyperwijk there are more cars per person that in other parts in Delft. Shortage of parking spaces is a visible issue.

The solution for that could be complex traffic calming in the neighbourhood with narrowing down the street lanes, creating shared streets for both cars and pedestrians, with chicanes for limiting the speeds. Better design of the street would help to create new parking spaces as well.

Figures 31-34: Places with not enough space for pedestrians and with lack of social surveillance. [28]

CONSTRUCTION WORKS

During the interviews residents brought up that many construction works are taking place in the neighbourhood. Despite that in general it is perceived as something positive, residents were not seeing many finished roadworks. What is more, the access to the information about the new developments was limited and residents did not know about new investments.

Figures 35-40: Places with new investments and road constructions in the neighbourhood [29]

29. Photographs by Stanisław Klajs

3.5 INTERVIEWS

Street interviews

At first sight we did not see a lot of decay or visible problems in the Kuyperwijk. However, we were interested in the opinions of the inhabitants and since we were opting for bottom-up solutions to improve the neighbourhood, we decided that interviewing some of the inhabitants was of crucial importance. On March 5th we conducted 13 interviews with people in the Kuyperwijk. Unfortunately, because of the Corona-crisis we were not able to interview more people. We conducted these interviews to create a better view of the perspective of the residents and to achieve a better understanding of what happens 'behind the doors'.

Because we were in a phase of exploration and we wanted to let our main research subject depend on the outcomes of these conversations, we asked the following general questions:

- Do you live in the Kuyperwijk-North?
- What do you do during the day?
- What do you like about the neighbourhood?
- What you do not like about the neighbourhood?
- What do you think should be improved?
- How do people get along with each other in the neighbourhood?
- Do you think there is a division in the neighbourhood?
- Are there public spaces and do you spend time there?
- Are you active in a club/centre? Do you live in social housing or the private sector?

We asked all the people, who were all from different ages, these same ten questions. All interviews were conducted on the street and all the people we spoke to, lived in social housing.

The answers we got varied. Some people were really positive and referred to the Kuyperwijk as a really nice, quiet, working-class neighbourhood. Others were less positive, mainly because of incidents that had happened the last couple of years. However, many answers were the same. Most of them said that the fellow residents were nice people and that everyone greets each other on the streets. People have contact with each other and watch each other's kids. Most of the people were of opinion that there was not really a social division in the neighbourhood. The main issue they are experiencing is that a group of people is hanging around at the Van Foreestplein, and that a lot of suspicious events are happening there, probably related to drug dealing and alcohol consumption. Most of them referred to the shooting incident in 2019.[30] The people connect these things together. Furthermore, when we asked them if there were events organised in the neighbourhood, the general response was that there was not really much happening except for some activities for children and elderly organised by the communicity centre De Parel. Many people said there are too few nice playgrounds for young children and too little activities for teenagers. Most of them said there is not a nice place to hangout with friends and neighbours. Also, many people pointed out their frustrations regarding the traffic in the neighbourhood. In many places they would prefer one-way traffic. (For all the answers see Appendix 2)

---

30. https://www.hartvannederland.nl/nieuws/2019/kogels-vliegen-in-het-rond-bij-schietpartij-in-delft/;https://district8.net/politie-start-groot-onderzoek-na-schietpartij-van-der-lelijstraat-delft.html

Interviews during the information market

On March 11th, we attended an information market in the Kuyperwijk hosted by social restaurant DOEL. Many different stakeholders were present, such as the government, design agencies, welfare organisations, and the municipality. They all presented ideas to improve the liveability of the Kuyperwijk and to increase social cohesion. We spoke to many of the present stakeholders to collect information on the neighbourhood. We also spoke to several residents and people who are active in the neighbourhood, such as the neighbourhood police officer and the employees of DOEL. We asked them the same questions as we proposed to the residents, but we went a bit further in depth on subjects that were brought up regularly in the previous interview.

This time we got more varied answers on what people dislike about the neighbourhood, and what could be improved to increase the liveability of the neighbourhood. The same thing that came back was the problem with the hanging youth. However, the people who we talked to, described them as 'hanging adults' as they vary in age from about 13 till 50. The interviewed people indicated that they were active in drug deals and they confirmed that they caused nuisance by making a lot of noise and consuming alcohol.

We spoke to a young man who was living with his family in the semi detached houses on the outskirts of the neighbourhood and asked him about the social division in the Kuyperwijk. He confirmed that there wasn't much contact between people who live in social housing and people who live in private property but that this is mostly caused by the geographical spread of the different properties.

The other thing we discovered, when we talked to some elderly people who lived several decades in the Kuyperwijk, that they thought the neighbourhood used to be a very nice place with a lot of nice shops and much more social cohesion. People went to the bakery, the butcher shop and other stores and everybody knew each other. There were a lot of activities organised, like soapbox races and kingsday festivities. Nowadays this happens less; the shops are not really attractive anymore, and people get all their groceries from the same supermarket. There has been a decrease in activities organised in the neighbourhood, and the residents are often not anymore aware of the wellbeing of their neighbours.

The neighbourhood police officer we spoke to verified this decay in social cohesion, especially the decrease in social control. In the past, people used to check upon their neighbours if they hadn't heard from them in a while. Nowadays people do not check up on eachother even though they hear a lot of screaming and violence, neither do they inform other people or call the police. This is one of the police officer's main points of attention for the neighbourhood. In reaction to this he is setting up new programs with children and mothers in order to create more connection and social cohesion. We heard two reasons for this decay in social cohesion. First, there are many people that have moved to the area that are not willing to participate or contribute to local activities. The elderly blame this on cultural differences of the new inhabitants. Second, in comparison to some decades ago, nowadays it is more common that both men and women work and have less time for these things.

3.6 RELEVANT THEORY

Social cohesion[31]

From the interviews in the neighbourhood did not come much information about the social cohesion in the area. However, the community police officer and other welfare organisations pointed out to us that there is a lack of social cohesion in the Kuyperwijk. To create a deeper understanding of the concept social cohesion we will highlight a couple of theories about the concept from a sociological perspective.

It is important to first determine the definition of social cohesion, because the term leaves room for interpretation. Because many scholars use different definitions, Chan et al. conducted a critical review of the ways social cohesion has been defined in the literature. They conclude that 'social cohesion may be regarded as the degree of interconnectedness between individuals that is both a result and cause of public and civic life. It encompasses feelings of commitment, trust, and norms of reciprocity and is demonstrated by participation in networks and civic organizations'.[32]

To create a better understanding of the concept, Van der Meer and Tolsma subdivided social cohesion into four dimensions. The first dimension is the difference between formal and informal social cohesion. Formal cohesion contains activities of citizens within the community, like sports clubs, local organisations, and institutions. Informal cohesion entails contacts and activities within the neighbourhood. Both formal and informal cohesion lead to strong social cohesion. Second, the interconnectedness between individuals can be formed by at least two modes: behavioural and attitudinal. Interconnectedness can be measured by attitudes, like trust, fear and affection, but can also be measured by behaviour, like contact and cooperation between people.

---

31. Parts of this piece are from an article from Anne de Wit, written for the Erasmus University on 2-2-2020.
32. Chan, J., To, H-P. & Chan. E. (2006). To Reconsidering Social Cohesion: Developing a Definition and Analytical Framework for Empirical Research, Social Indicators Research, 75(2), 273-302.

Third, social cohesion can be distinguished by the persons or groups to whom people are connected. Three groups can be distinguished. The in-group, to which people belong who have the same ethnic background, the out-group, to which people belong who have a different ethnic background, and the population in general. There is little social cohesion when people only focus on people from their own group and not mingle with other groups. Fourth, the geographical range of social cohesion. Social relations can be bound to a specific geographical area. Within these specific areas different contacts and relations can originate with different forms of cohesion. Most of the existing Dutch research focuses on social cohesion within neighbourhoods but there are many other possibilities of social cohesion that are not tied to a geographical scale.[33] Trust is a very important example according to Gijsberts et al.[34]

Van der Meer and Tolsma wrote about the negative effects that ethnic heterogeneity can have on social cohesion. Ethnic diversity brings different languages and different norms and values, which can lead to feelings of anomie. Less contact will lead to a decrease in social control, general distrust, anxiety, and fear of crime.[35] Van der Meer and Tolsma analyzed 90 studies and found a couple of patterns that are applicable to all of them. Ethnic heterogeneity seems not always negatively related to interethnic cohesion.

When interethnic contact opportunities increase, interethnic contact is stimulated, which stimulates out-group trust directly, and in-group trust and trust in neighbours indirectly via perceived threat.
Ethnic threat often leads to interethnic distrust but feelings of ethnic threat do not originate from living in heterogeneous environments per se. Next, cohesion within neighbourhoods is decreased due to the level of ethnic heterogeneity in neighbourhoods. However, this decrease in trust and contact does not always spill over to other forms of social cohesion that are not bound to neighbourhoods. They concluded that interethnic contact between groups of differing status will reduce prejudice and increase interethnic trust less than contact between equal status groups.[36]

Abascal and Baldassarri stated that it is misleading to argue that ethnic diversity reduces trust among people. They state that 'only for whites does living among out-group members - not in diverse communities per se - negatively predict trust'.[37]

---

33. Van der Meer, T. & Tolsma, J. (2014). Ethnic Diversity and Its Effects on Social Cohesion. Annual Review of Sociology, 40(1), 461.
34. Gijsberts, M., Van der Meer, T. & Dagevos, J. (2012). 'Hunkering Down' in Multi-Ethnic Neighbourhoods? The Effects of Ethnic Diversity on Dimensions of Social Cohesion. European Sociological Review 28(4), 527-537.
35. Van der Meer, T. & Tolsma, J. (2014). Ethnic Diversity and Its Effects on Social Cohesion. Annual Review of Sociology, 40(1), 463.
36. Van der Meer, T. & Tolsma, J. (2014). Ethnic Diversity and Its Effects on Social Cohesion. Annual Review of Sociology, 40(1), 471.
37. Abascal, M. & Baldassarri, D. (2015). Love Thy Neighbor? Ethnoracial Diversity and Trust Reexamined. American Journal of Sociology, 121(3), 722-782.

In 2018 the Dutch Scientific Council for Government Policy (WRR) started a research project that focused on the increasing ethnic diversity in The Netherlands. To gain a better empirical view of this new reality, Jennissen et al. analyzed data from the System of Social Statistical Files of the CBS. By analyzing this data, Jennissen et al. wrote a research report on the consequences of this new diversity for social cohesion and economic growth.[38] They concluded that ethnic diversity and perceptions about social cohesion are interrelated: the more diverse a neighbourhood is, the weaker the perceived social cohesion. Additionally, a low socio-economic status of the neighbourhood also leads to negative perceptions towards social cohesion. The higher the proportion of residents with a non-Dutch background in a neighbourhood, the more the residents with a Dutch background perceive the social cohesion within the neighbourhood as weaker.[39]

Due to the presence of many people with a different migrant background, the established population can experience feelings of alienation. For example, many people with a Dutch background feel that they are losing power and control to newcomers. They no longer feel at home.[40] These feelings also can be described as 'feelings of loss'.[41] Feelings of loss mean that valuable elements and rituals from the past are lost due to undesirable developments of today.

With this, Jennissen et al. recognize that feelings of loss as a result of the presence of people with a different migration background are often an expression of dissatisfaction with other matters, such as dissatisfaction with the income position or their own precarious position on the labour and housing market. Jennissen et al. operationalize the concept of feelings of loss in three sub-themes: feelings of loss about control, feelings of loss about culture and identity, and feelings of loss about 'home'. Jennissen et al. conclude that residents feel less at home when ethnic diversity within a neighbourhood increases. Just as with the aspect of social capital, feelings of loss are also significantly influenced by the socio-economic deprivation of the neighbourhood in which one lives, the standardized household income, and level of education.[42] However, the effect of ethnic diversity is also in this aspect the biggest. For people with a Surinamese, Antillean and Turkish background, their perception of feelings of home are higher when more people with their own or with a Dutch background live nearby. [43]

38. Jennissen, R., Engbersen, G., Bokhorst, M., & Bovens, M. (2018). De nieuwe verscheidenheid: Toenemende diversiteit naar herkomst in Nederland (Nr. 741). Wetenschappelijke raad voor het regeringsbeleid.
39. Jennissen et al. (2018). De nieuwe verscheidenheid.
40. Jennissen et al. (2018). De nieuwe verscheidenheid.
41. Smeekes, A. en L. Mulder (2016) 'Verliesgevoelens in relatie tot de multi-etnische samenleving onder autochtone Nederlanders', wrr Working Paper 22, Den Haag: Wetenschappelijke Raad voor het Regeringsbeleid.
42. Jennissen et al. (2018). De nieuwe verscheidenheid.
43. Jennissen et al. (2018). De nieuwe verscheidenheid.

To analyse social safety Jennissen et al. divided this concept in two sub-themes: delinquency and feelings of insecurity. They did research on this matter by conducting literature research, and additionally provided their own empirical research into the relationship between ethnic diversity, the chance to be registered as perpetrator, and the degree of feelings of insecurity. From this analysis they conclude that the chance of committing crimes increases with the level of ethnic diversity in the residential municipality. In addition, there is an independent positive relationship between ethnic diversity and ending up in the perpetrator statistics. For all income groups, a higher level of ethnic diversity of the residential community is associated with a higher chance of committing a crime. The chance of having feelings of insecurity is higher with a higher level of ethnic diversity in the residential area.[44]

Place attachment

The term place attachment, also called 'place identity' and 'sense of place', has had various definitions by different scholars. Here we define it according to Madgin et al. as the 'affective bonds between people and places'.[45] In this context a place is defined as a 'meaningful location'.[46]

The terms place attachment and place identity are similar and overlap[47], but the former can form as soon a person arrives in a new place (and likes it), whereas place identity is generally a process that is more complex and takes longer to develop as - usually - place attachment is formed beforehand.[48]

It is important to note that here a place has a physical aspect as well as a social aspect. This means that the physical environment also has a socially constructed meaning for people.[49] Their memories and social norms and expectations influence how they see the place. Some authors place the focus on this social dimension of spaces and claim that the material factor has very little influence on the formation of place attachment. Stedman proved, however, that the physical landscape does have a significant influence on the (emotional aspects of) the relationship that people form with that particular place.[50]

A lot of research about place attachment has a focus on one particular kind of place, e.g. homes, cities, countries or sacred sites. Madgin et al. studied recreational spaces and found that the human interaction that occurs at such places is an important influence of the overall attachment formed towards a recreational space.

44. Jennissen et al. (2018). De nieuwe verscheidenheid.

45. Madgin, R., Bradley, L. & Hastings, A. (2016). Connecting physical and social dimensions of place attachment: What can we learn from attachment to urban recreational spaces? J Hous. and the Built Environ. 31, 677–693.

46. Lewicka, M. (2011). Place attachment: How far have we come in the last 40 years? Journal of Environmental Psychology 31, 207-230.

47. Lewicka (2011). Place attachment

48. Hernandez, B., Hidalgo, M. C., Salazar-Laplace, M. E., & Hess, S. (2007). Place attachment and place identity in natives and non-natives. Journal of Environmental Psychology, 27, 310e319.

49. Stedman, R. C. (2003). Is It Really Just a Social Construction?: The Contribution of the Physical Environment to Sense of Place. Society & Natural Resources, 16:8, 671- 685.

50. Stedman (2003). Is It Really Just a Social Construction?

This is due to the experiences that were lived through at the place and later formed into memories and ascribed meanings of that specific place.[51] Lewicka found in her analysis that people with place attachment to their neighbourhood also had more ties, a higher social capital and were generally more satisfied with their lives than people without place attachment. Also, they trusted more people and were less egocentric. Even though other researchers found similar results in other studies, there is no evidence to ascertain the direction of this correlation, or to identify any causation from an unknown common factor.[52]

Lewicka's literature review shows how there is a big research gap when it comes to said causality; the processes and mechanisms how people cultivate place attachment have not been studied sufficiently. Various researchers found different, sometimes contradicting, correlations between place attachment and different kinds of variables, but those cannot infer any certainties about the process.[53] These factors are numerous, especially the amount of physical/environmental variables that may influence place attachment is vast. As no 'theory of the place' has been fully developed yet, one can only use common sense to assess which physical elements are important, or analyse a set of randomly chosen ones.

To name a few important people-related factors correlating with place attachment: length of residence, social status, education, mobility, having children or not, the strength of community ties and local social capital, (feelings of) ownership and the sense of security.[54]

The terms of social cohesion and place attachment may seem quite far apart, but we found that they also have concepts in common. The main link we see are negative correlations with (social) trust and feelings of 'loss of control' and 'loss of home', as well as a positive correlation with social control. This is why we expect that by increasing the attachment of residents to a particular public space (building, shop, playground or a street, in theory), the daily routine of these people can be influenced and their common interests increase. This in turn leads to a decrease of 'loss of home' and 'loss of control'. As more people grow more attached to a space, it increases the place identity, which in turn increases the neighbourhood identity.
We expect that it then becomes part of their individual identities, as individual identities are formed by many aspects, of which some tools are 'anchors' put in meaningful places.[55]
According to Bauman these identity forming anchors are a better and more mobile metaphor than the more traditional 'roots'. As residents include the main square in their neighbourhood as a small part into their individual complex identity, they have more common ground, which then also increases mutual trust, social control and social cohesion.

51. Madgin et al. (2016). Connecting physical and social dimensions of place attachment. And: Stedman (2003). Is It Really Just a Social Construction?
52. Lewicka (2011). Place attachment.
53. Lewicka (2011). Place attachment.
54. Lewicka (2011). Place attachment.
55. Bauman, Z. (2011). Migration and identities in the globalized world. Philosophy & Social Criticism, 37(4), 425-435.

3.7 CONCLUSION

We can conclude the following things from our fieldwork and analysis. In our first observations we did not see a lot of decay or trash lying around in the Kuyperwijk. Therefore it was important to know what people's thoughts and experiences are to get a better view on what is needed in the neighbourhood. Therefore we conducted interviews, which led to the following conclusions. People from the Kuyperwijk are generally satisfied with their neighbourhood. People are friendly, they greet each other and most of them perceive the Kuyperwijk as a typical working class neighbourhood. However, some people perceive a subtle decline in the liveability of the neighbourhood.

We found four main points of attention during the interviews we conducted. First are the people that are hanging around at the Van Foreestplein. According to the residents they are dealing drugs and consuming alcohol which causes a feeling of unsafety among the residents. Next to this we heard a lot of complaints about the two-way traffic in the streets and that people drive too fast. Third, many people told us there was a lack of a nice public space where they could go and meet each other for activities or leisure. Lastly, the older residents of the Kuyperwijk perceive a decline in social cohesion. This can be an overall trend in time, but the local police man informed us about this decline as well.

We decided to focus on these four main points of critique that the residents had on the neighbourhood in our strategic design plan:

- A feeling of unsafety during nights, mainly caused by the presence of drug dealers around squares.
- A lack of daily activities / facilities in the neighbourhood for youngsters to middle-age people.
- A need to improve the mobility infrastructure, mainly caused by too many cars in narrow streets and building constructions around the shopping street.
- A lack of interaction between inhabitants living in social housing and private housing as well as between established residents and newcomers.

This brings us by answering our question: *Which design and urban policy plan can create more social cohesion in Kuyperwijk-North, and integrate issues regarding safety, daily activities, and the mobility infrastructure?*

In the Kuyperwijk 45 percent of its inhabitants have a migration background.[56] According to the above mentioned theories, ethnic diversity and perceptions about social cohesion are interrelated: the more diverse a neighbourhood, the weaker the perceived social cohesion. Due to the presence of many people with a different migrant background, the established population can experience feelings of alienation. For example, many people with a Dutch background feel that they are losing power and control to newcomers. This in turn can lead to feelings of alienation towards the neighbourhood.

56. https://allecijfers.nl/buurt/kuyperwijk-noord-delft/

Additionally, a low socio-economic status of the neighbourhood also leads to negative perceptions towards social cohesion. With this, Jennissen et al. recognise that feelings of loss as a result of the presence of people with a different migration background are often an expression of dissatisfaction with other matters, such as dissatisfaction with the income position or their own precarious position on the labour and housing market. Feelings of loss are also significantly influenced by the socio-economic deprivation of the neighbourhood in which one lives, the standardised household income, and level of education. This could explain the perceived lack of social cohesion in the neighbourhood.

We want to create a strategic design plan for the Kuyperwijk in which all of the existing issues can be addressed. By focusing on the public space we can make a positive impact on the lives of all the residents, because public space is used by everyone. An inviting and inclusive public space can be multifunctional. It can enhance contacts between residents, create a nice outside place for people to meet, events can be hosted for all the inhabitants of the area, and where children can play. Also, it creates place attachment and develops place identity. Besides, when interethnic contact opportunities increase, contact is stimulated and trust is gained.

We want to accomplish this by creating a common identity for the whole neighbourhood, in which people will feel welcome. We want to create a better connection between the northern and the southern part of the Kuyperwijk through the Van Foreestplein. On this square we want to create an activity that organises sports and cultural activities to connect different groups of people. We want to accomplish this via the remodelling of the Van Foreestplein, which would become an inviting public space, that is easily adaptable for different events, for different groups of people, and that will help connect people and enhance their mutual integration.

4. DESIGN AND STRATEGIC INTERVENTION

4.1 REMODELLING THE SQUARE IN A BROAD SENSE

Because of the limited possibilities of approaching all public spaces in the Kuyperwijk-North at the same time, we chose to focus on remodelling the Van Foreestplein to a more inclusive public space. This square serves as the main public square of the neighbourhood and, therefore, should be the main starting point of every spatial intervention. In further steps, visible spatial change could be also implemented in other parts of the neighbourhood.

Urban acupuncture

This idea is connected to the 'urban acupuncture', the approach popularised by Jaime Lerner, architect, urban planner and a former city mayor of Curitiba. Urban acupuncture is the way of transforming cities to make them more vibrant, sustainable and healthy in a very practical way.[57] The main principle of this approach is to focus on one fragment of urban space and by doing this, influence the rest of the city or the neighbourhood. Jan Gehl, expert on more inclusive public spaces, described urban acupuncture as 'an approach to city planning designed to make things happen. Do not start with everything, start somewhere, make things happen, try it out'.[58]

In the situation of limited financial resources, this is a very effective way of introducing a visible change, by first testing it on a smaller scale, and expanding at a later date to the bigger part of the city. 'Urban acupuncture' puts people, the users of a public space, in the centre of attention, therefore it requires good programming, getting to know the needs of a particular neighbourhood, with evaluation at each stage of the process.

To address the spatial problems in the most clear and efficient way we decided to design a process that will consist of three stages, that will be different from each other on several levels. The idea is based on tactical urbanism practices and involves urban prototyping. Among many different benefits, this approach allows to test flexible solutions, without involving significant financial resources. Furthermore, it involves the residents of the neighbourhood, giving them the causality and responsibility. Finally, the approach allows for immediate evaluation of the results.

57. Gehl, J. (2014). Foreword. In Urban Acupuncture. Island Press, Washington.
58. Gehl, J. (2014). Foreword. In Urban Acupuncture. Island Press, Washington.

4.2 DESIGN IN THREE STAGES

Three stages of the process in terms of spatial intervention will focus on different parts of Van Foreestplein. (Figure 39). Stage 1 will focus on the middle of the square and inviting more residents and visitors to this part of the public space. Stage 2 of urban prototyping will take place on the streets around Van Foreestplein, as the purpose is to connect services on the sides of the square to the centre of it. Stage 3 will be a more permanent design of the whole square, and will be done in the future, when urban experiments are properly tested and evaluated.
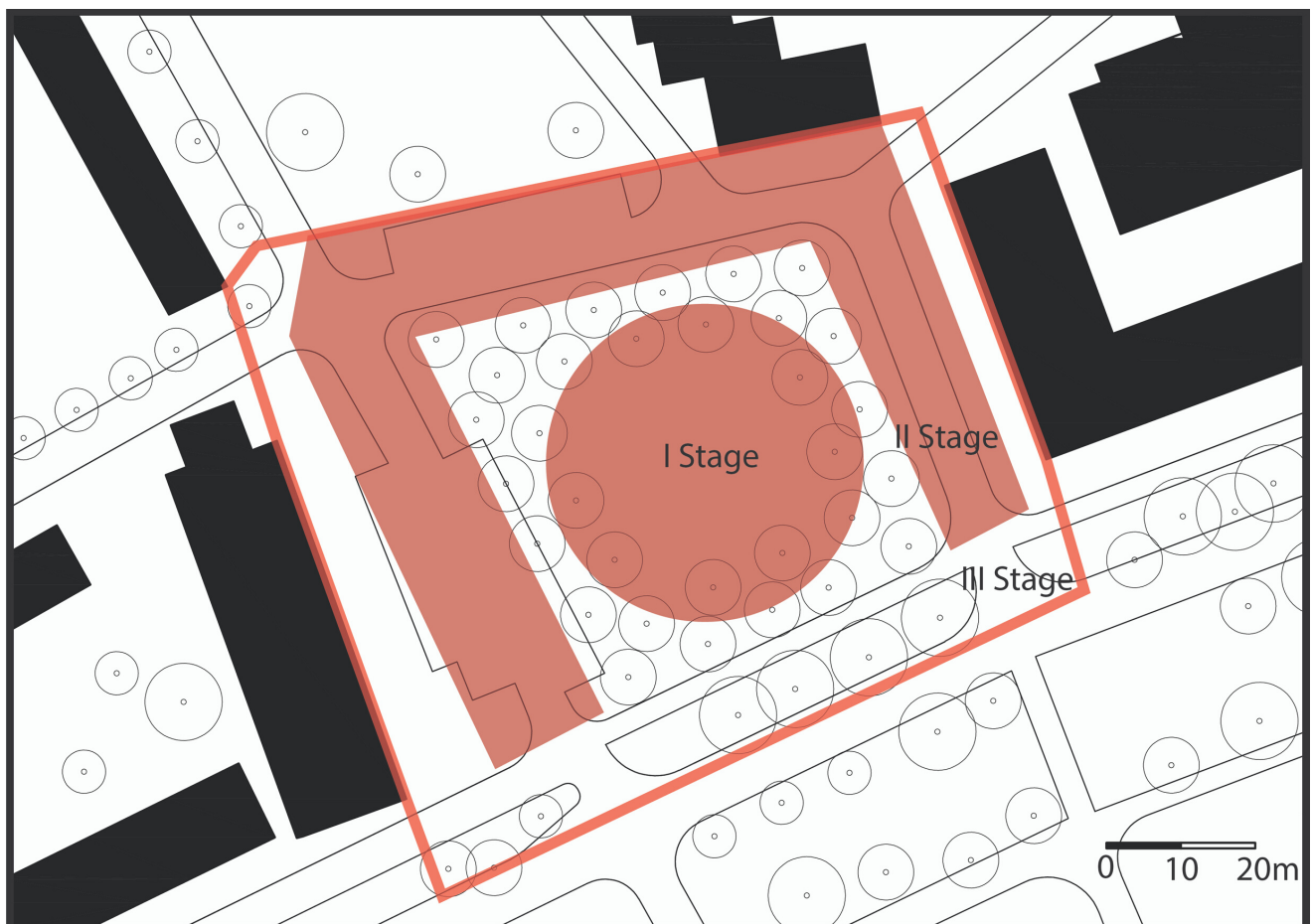
Figure 41: Map of the three stages.[59]

59. Created by Stanisław Klajs.

STAGE 1:
IMPROVE THE MIDDLE PART OF THE SQUARE

In the first stage we are proposing remodelling only the middle part of the square. We want to create more green which will create a more inviting atmosphere. This can be achieved in the first stage by some simple means, such as flowerpots. Next to this we propose investing in some movable furniture which will be multifunctional. People will be able to relax on it in the sun, children can play on it and it is movable so that people can create their own little sitting area, or it can be moved aside when an event is being organised. Subsequently, we think it would be nice if the snackbar would move its entrance to the middle of the square and would create a litte terrace. This would be a nice addition to the more open character of the square and people would hopefully like to drink a coffee while their children can play.

As an overarching element we want to create a place for connection on the square, ideally in collaboration with DOEL. This can be a programme with activities for the less privileged, but also for everyone who wants to join. For teenagers and the unemployed we want to host sports or yoga classes, there can be activities connected to taking care of the square.

To generate more inclusion and interconnectedness, an event or series of events could be organised in which the residents are involved in building the movable furniture or help with maintaining the plants and flowers. This can be combined with the already existing initiative where residents can 'adopt' their own planter from the municipality[60], which could be used for gardening courses, experimenting with a community (vegetable) garden[61] and increasing biodiversity as extra points.

These different activities create an opportunity to meet other people and bridge the gap between 'in-groups'. Apart from that, the involvement in building the furniture and remodelling the square will also result in a form of ownership of it, and might result in an increased 'place attachment' as described in the theory. The fact that this furniture is movable and semi temporary, makes it ideal to test different layouts for the square. It can be monitored to see if it works and how it works best, so later on a more permanent version can be realised. By making these small improvements, we want to invite more people to the square, which will lead to more people crossing the square. In the next stage we will react to this.

---

60. https://www.delft.nl/wonen/buitenruimte/zelf-beheren/plantenbak-onderhouden
61. Upon asking, an employee of the municipality confirmed that these planters can be used for vegetables and herbs as well as ornamental plants.

Reference

As a reference for this part of the process we used a project of redesigning the Courtyard of the City Hall by Atelier Starzak Strebicki in Poznań, Poland. In the project, architects designed wooden modular furniture that can be arranged in different ways, depending on the purpose needed in a certain moment. The set of furniture consists of big wooden pots for trees and wooden benches, all with small wheels attached to their bottoms. Thanks to the geometrical shape of every element it is possible to arrange them for daily use, or rearrange the courtyard to create a theater scene. In the first stage of described process in Van Foreestplein, similar furniture could be used to bring people together in the middle of the square, adapting the space depending on different needs.

Figure 42-43: Movable furniture designed by Atelier Starzak Strebicki[62]

62. http://www.starzakstrebicki.eu/en/project/courtyard-city-hall/. Photos made by Mateusz Bieniaszczyk, Atelier Starzak Strebicki.

Living lab

To keep track of the project and to learn if it is working or not, we would like to see a so-called living lab being realized around this square. A living lab is a research concept in which innovation is tested in real life in a collaboration between an educational institute (eg. the TU Delft/ the Hague University of Applied sciences/ Mondriaan), a governmental organisation (e.g. the municipality), and a public body (a group of residents, or DOEL).[63] The programme with activities can be led by students from several practical studies. A similar concept already exists, called 'Teamplayers' in which students from Sports Studies from the Hague University, and ROC Mondriaan are committing to a variety of social projects as a part of their curriculum.[64] By involving students in this project, these projects can be set up a lot more affordably. Apart from that, the development of the project can be monitored and adjusted if needed. Afterwards new findings can be reported which might lead to new innovations for neighbourhoods with similar issues. The living lab can run throughout stage 1 and 2. It also opens up the opportunity to create a unique real life learning experience for students.

63. https://www.medicaldelta.nl/living-lab; https://www.ams-institute.org/how-we-work/living-labs/; https://en.wikipedia.org/wiki/Living_lab; https://www.thegreenvillage.org/projects/living-lab
64. https://bureau-sport.nl/Teamplayers

STAGE 2:
URBAN PROTOTYPING

Stage 2 of the process will be focused on the method of urban prototyping. Urban prototyping is a process where, together with the residents and users of the public space, urban planners can in a cheap way test different solutions with temporary means, such as road paint, movable furniture and plants. It has to last for at least a couple of months to be able to test different solutions in different situations. As a result of the process, a city can introduce a long lasting renovation of the public space that is an outcome of social consensus and is sure to have the wanted results.

One of the qualities of an inclusive public space should be its accessibility. Currently space in the middle of Van Foreestplein is hardly reachable from the sides of the square and the services that are located in the buildings around the square. For example, people wanting to get straight from the shops or the bakery on the eastern side of the square to the middle of it, first need to pass the curb, then squeeze through a row of parked cars, pass a two-way road, squeeze through another row of parked cars and finally climb another curb. For pedestrians it is neither convenient nor safe, therefore most of the pedestrian traffic takes place on the outside parts of the square, leaving the space of the actual square mostly unused and as an enclave for drug dealing.

The idea is to change usage patterns around the square by painting parking spaces in different ways. By doing this we can create a street with the shape of letter 'S', that enforces drivers to go slower, we can create parking bays but in different ways from the current ones, or we can paint the 'islands' that are not allowed to be used by traffic. Basically, by doing this it is possible to test many different solutions without spending a lot of money. At the same time, one-way traffic will be tested as well. It will be an ongoing experiment with the participation of the residents.

Important part of the urban prototyping is working together with the users of the space. The idea is to prepare interviews and surveys on several stages of this process, translating the needs of the users to the language of designing and then, evaluating implemented solutions. The human resources needed for this are discussed in chapter 4.4.

Figure 44: An example of urban prototyping intervention in Brooklyn, NYC. [65]

Similar urban prototyping projects took place in New York City between 2007 and 2013, when Janette Sadik Khan, urbanist and Commissioner of the New York City Department of Transportation decided to convert many public squares, previously used as car parking spaces, to the truly public spaces. She described different parts of the process in the book 'Street Fight. Handbook for an Urban Revolution'. In the beginning of the process,

Sadik Khan was given by the NYC mayor Michael Bloomberg, limited financial resources on one hand, but also a lot of freedom for experiments in urban space. Therefore, she had to be creative, especially given the scale of the city she was operating on. In Figure 42 one of the public squares in Brooklyn is visible. By simply reorganising parking spaces on the surrounding streets it was possible to create a public square in a previously 'dead' spot of the neighbourhood. For this action all that was needed was movable furniture, some plants and some paint. What was important in the beginning, was the temporary character of this intervention.
Thanks to that, it was possible to test the solution and convince people to the final result, which was a better organised and more safe public space.[66]

65. https://www.nytimes.com/2013/06/02/arts/design/a-prescription-for-plazas-and-public-spaces.html
66. Sadik-Khan, J. & Solomonow, S. (2017). Streetfight: Handbook for an Urban Revolution. Penquin.

Reference

An example of the project of a similar range to the second stage of this process is remodelling of Venn Street in London, UK. Photographs from 2008 and 2012 come from a website urb-i.com, which is run by Brazilian organization that gathers many different ideas concerning changes in urban space among time. In the Venn Street project it is visible that parking spaces were removed. Thanks to that, it was possible to put outside more restaurant tables, and by doing this, create a space that is more pleasant for pedestrians.

We believe that working with the residents on Van Foreestplein could give similar effects to both NYC and London projects, and that Stage 2 of the process will result in a consensus between different groups of users towards the creation of more inclusive public space in the Kuyperwijk-North.

Figure 45: Venn Street, London, UK.[67]

67. https://www.urb-i.com/before-after

STAGE 3:
REBUILDING THE SQUARE AND ITS SURROUNDINGS

If in the first two stages, the implementations are successful, and they meet the requirements set for them, they can be made permanent. The third stage is about implementing real changes after consulting the inhabitants about what worked and what did not. The semi permanent options can work out for a while and are easily affordable and changeable, but after a while it is good to implement a durable and stable long term implementation. This is more expensive, but it is worth it, as it will be the best found option. The permanent changes in stage 3 can entail creating a one-level pedestrian area with less parking spaces so the area around the square will be more connected to the square. Subsequently it would be desirable to improve the stores around the square so the whole area will improve.

Reference
When it comes to physical changes in the urban space, a reference for Van Foreestplein in Stage 3 could be a project done on the Avenue General Brosset in Lyon, France (Figure 44). In that project, just like in the Kuyperwijk, the street was separated from the pavements and services located on that street could not put any tables outside. Also pedestrians did not have any access to the middle of the square. Redevelopment of that area allowed to connect services to the public space and create an inclusive space for different groups of users.

Figure 46: Avenue General Brosset, Lyon, France.[68]

68. https://www.urb-i.com/before-after

Reference

Coming back to the case study of New York interventions by Janette Sadik Khan, a full process of urban prototyping was done on Times Square. It is obviously a far bigger scale of the urban structure than Van Foreestplein in the Kuyperwijk, however, we can treat it as a successful reference to a project that consisted of two visible stages: testing solutions and then implementing a more permanent design.

Figure 47: Three stages of urban prototyping process in Times Square in New York City.[69]

69. https://www.urb-i.com/before-after

4.3 STRATEGIC DESIGN

In the physical aspect of Stage 1 of the process, movable furniture play an important role in redesigning the public space in the middle of Van Foreestplein. Figures 46 to 48 show different possibilities in arranging the space in this area. Movable furniture presented in this report is based on the idea by Atelier Starzak Strebicki in the project of the City Hall Courtyard in Poznań and is used as an example of the design intervention that could happen in Kuyperwijk in Delft.

First scheme (Figure 46) shows the possible arrangement in regular groups of couple of benches and one pot containing a tree. This could be the most basic arrangement for everyday use, when there is no event happening. The arrangement of the furniture helps to integrate the residents and enhances the interaction between them.

MOVABLE WOODEN POTS WITH TREES

MOVABLE WOODEN BENCHES

0   5
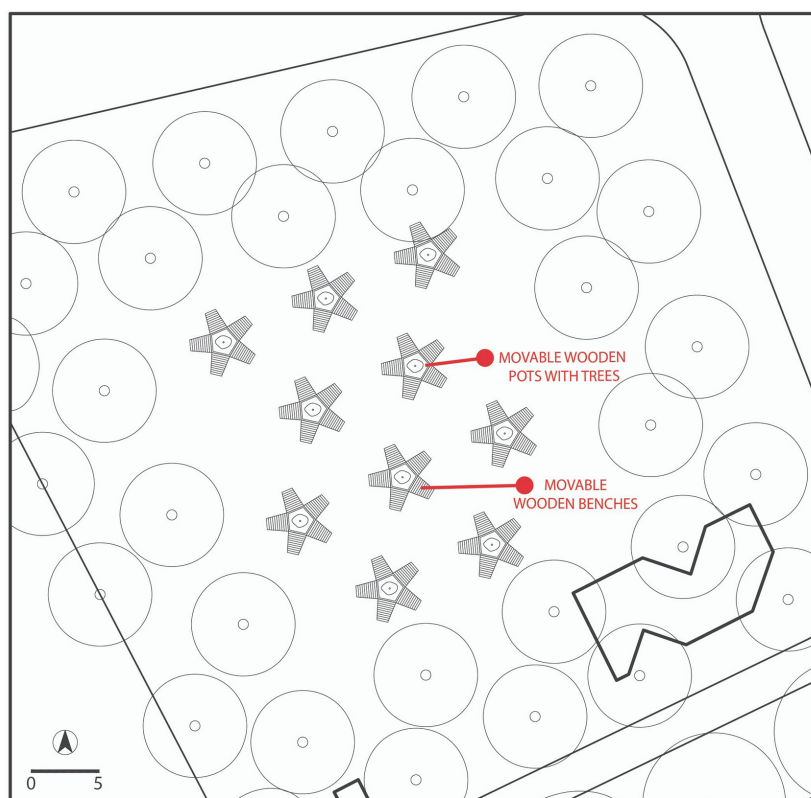
Figure 48: Movable furniture on Van Foreestplein.[70]

70. Scheme by Stanisław Klajs, based on the project of the City Hall Courtyard in Poznan by Atelier Starzak Strebicki
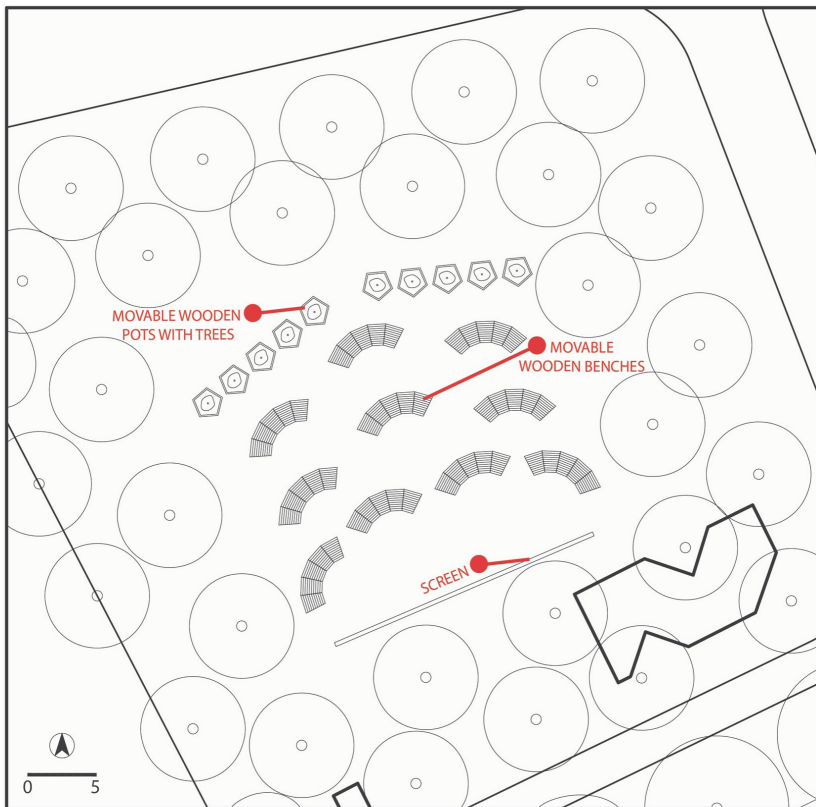
Figure 49: Movable furniture on Van Foreestplein.[71]

Second scheme (Figure 7) shows the situation of an outdoor cinema that could be organized on the square in the summer. Instead of the screen, there could be a stage build-up for the purpose of any performance. It could also be used to bring people together by attracting them with art.

Third scheme (Figure 48) is the most irregular one and was created to show multiple possibilities that derive from the character of the movable furniture. Creativity of residents and artists using the space is the only limitation in rearranging the space.
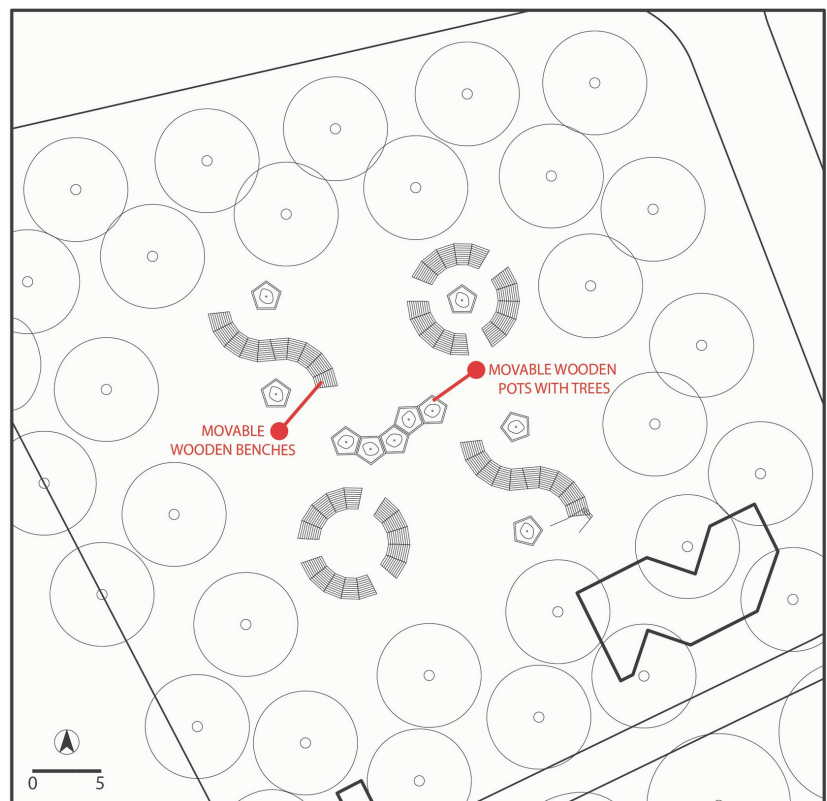
Figure 50: Movable furniture design.[71]

71. Scheme by Stanisław Klajs, based on the project of the City Hall Courtyard in Poznan by Atelier Starzak Strebicki

Figure 49 shows possible interventions that could be done in stages 2 and 3. To create a better connection between services and the centre of the square, we proposed introducing a zone with pedestrian priority, but with access for cars. Therefore, parking spaces are designed only for people with disabilities. Other parking spaces are moved to the surrounding streets.
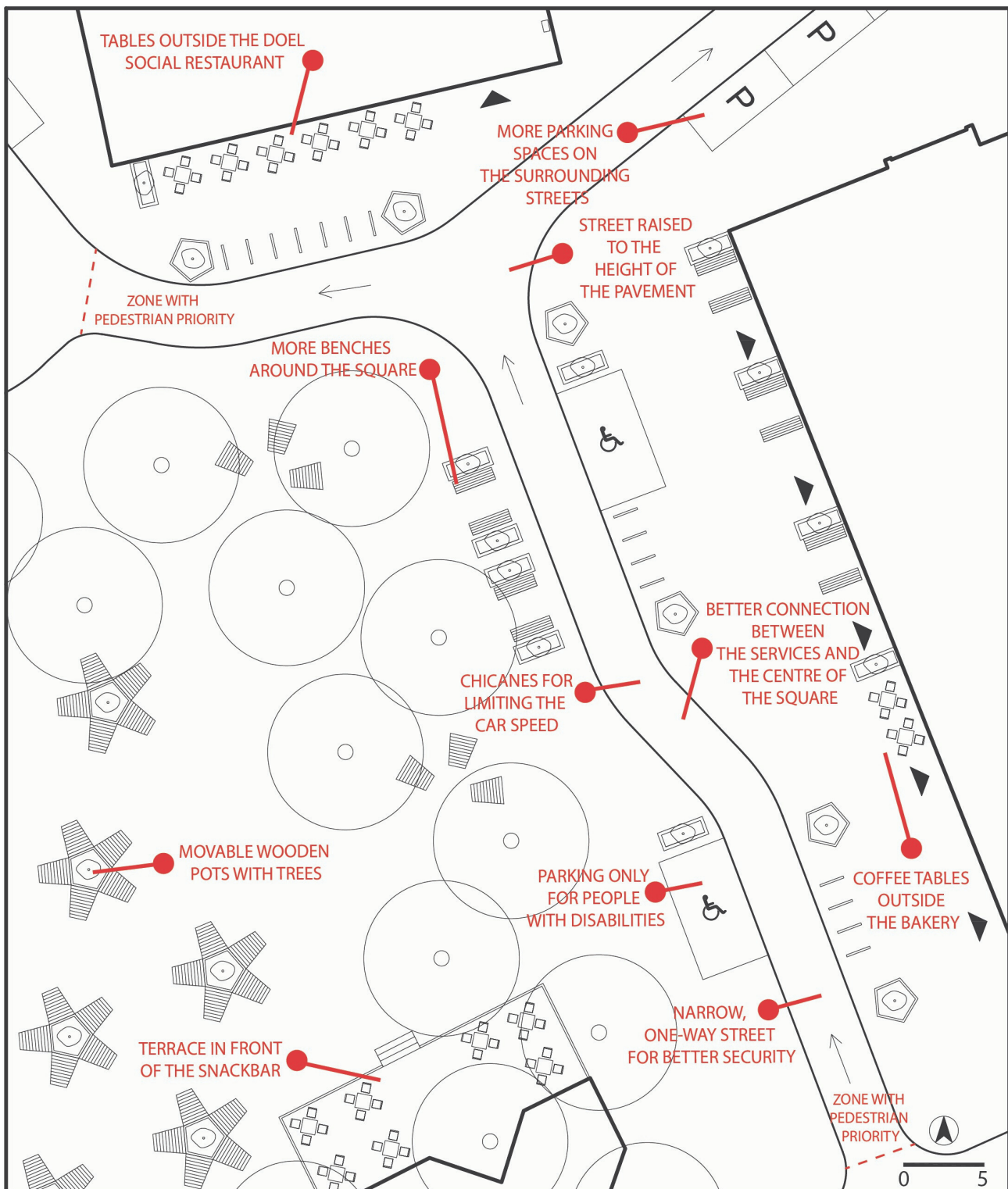
Figure 51: Possible examples of spatial interventions in Stages 2 and 3.[72]

4.4 INPUTS, OUTPUTS AND SYNERGIES

Stage 1

For the first stage a couple of inputs are necessary. For the additional green we need some small investments to buy some flowerpots and the flowers and plants. For the movable furniture we need materials, tools, and human resources. The extra green will not take much time to realise, the creation of the movable furniture will take some more time. However, we think it would be a nice opportunity to combine activities for the neighbourhood with remodelling the square. By doing this, people will get into contact with each other and they will feel more connected to the square. In collaboration with DOEL we want to create an activities centre, especially for the youth and the unemployed, but everyone is welcome of course.

The human resources can be provided in the form of a Living Lab and other educational projects, in collaboration with an educational institute. ROC Mondriaan and the Hague University, can provide students from particular studies to set up and conduct several activities. The project concerning the street furniture can be led as well as monitored by students. Especially the measuring of the effects of the changes on the square would be interesting for an academic research team. As the processes of how people develop place attachment is still widely under-researched and very little is known so far about these mechanisms, this project is the perfect opportunity to conduct a field experience. Also, all branches of social sciences are interested in the topic of place attachment, as is shown by the amount of articles published in different journals.[73]

This collaboration with one - or more - universities would ideally have to be arranged before the start of the project, as they would probably want to collect data and interview some residents before any changes are made. We are confident that researchers would be interested in accompanying this project step by step - either as a Master or Phd thesis or a regular research project - and measure the effects of the changes on everyday life, place attachment and social cohesion. By doing so they would be able to contribute to filling a research gap and provide the municipality with all the data they need in order to evaluate the project. This way the resources of the institutes are used in exchange for a real-life learning environment.

Next to this we believe it would be a very welcome addition if the snackbar would like to play a role in the remodelling of the square. The owner of the snackbar would need to be convinced that it would be a great investment for his business if he focuses more on the square by creating a terrace and creating an (extra) entrance facing the square. He would invest in this himself with the view of increasing his profit.

---

73. Lewicka (2011). Place attachment.

We expect that these small changes will be the first step into creating a more inclusive and inviting square where people can meet and enjoy their time. We think these changes will increase the number of people that visit the square. People will be able to drink coffee with their neighbours or friends and they can bring their children to play on the movable furniture. The square would be more inviting because of the extra green and the terrace in which the movable furniture also plays a role. People can move it around to create smaller or bigger groups and socialise. This would be something all ages and groups can enjoy. As the square becomes more attractive and inviting, the place attachment to it also starts increasing. Because it is monitored and examined by students, they can steer the use of the furniture and the activities in the right direction if needed, and it can lead to new findings and academic validation which can be used for similar urban projects in the future.

Stage 2
In the second stage, the urban prototyping, some financial investment is needed, however, a relatively small one, compared to the fact that the change in the way the street is used is already visible. Testing different spatial solutions requires road paint, wooden urban furniture (e.g. big pots for plants, movable benches, etc.), plants and garden furniture (tables and chairs) that could be used outside the bakery and the snack bar. Most of the resources need to be provided by the city of Delft, while the latter can appear as an input of the private investors.

In the second stage different solutions for the streets will be tested. The idea is to remove cars from the public space of Van Foreestplein, but to avoid public protest this change needs to be done gradually. In this stage the traffic on the square will be limited and new patterns for the traffic will be painted on the street, and several traffic calming solutions will be implemented. Introducing the one-way traffic will allow narrowing the car lanes on the streets around the square. This could be done in several ways, creating the 'S-shape' streets, or limiting some spaces with the wooden furniture and plants.

When it comes to human resources, every tested solution should be designed by an architect or an urban planner, based on their observations, surveys and interviews with the users of the space. It could also be done together with the artists, that would create paintings on the surface of the square or would organise events in this space. Then, all the solutions need to be evaluated by the designers in relation to the public response. Implementation of certain solutions can be also a good way for integration of the residents, therefore their participation would be a strong part of the process. This part can be done in cooperation with DOEL to assure the involvement of unemployed residents in the process of implementing spatial changes.

Stage 2 of the process is an interim one. However, to assure the best results, it needs to take a significant time for each solution to be tested and evaluated. Different designs also work differently throughout the year. In general people will be more willing to use the public space and sit outside on the square during the warmer months, therefore this stage of the process could be planned for a couple of months between spring and early autumn.

In the short term the expected result would be to change the way people use the public space. The main public square of the Kuyperwijk should not act as a parking space, so in the intermediate term it is expected to remove most of the parking spaces from the square, especially from the eastern part of it, where more services are located. Another goal is to strengthen the effects of the first stage, so inviting more people to the middle of the square. When the square starts to be visited more social control will increase and it will be more difficult for drug dealers to operate in this public space. Also, the place attachment is strengthening and a place identity is starting to develop.

The long term outcome will be to find the best spatial solution for Van Foreestplein, the one that is a result of a social agreement of different groups of users of the space. Hopefully the decrease of traffic will also attract investors to open a couple of new cafes with new jobs and opportunities to sit outside. In a longer time perspective it will also be another step to bringing people closer together and, as a result, increasing the social cohesion of the neighbourhood.

Stage 3
The inputs in the third stage are probably the most expensive ones, because a lot of construction work has to be done. So inputs are money, human resources in terms of construction parties and time. In this stage the tested 'urban prototypes' that have been evaluated as the best solutions will be implemented more permanently. In this case there is less rush to realize it, as the temporary solutions can be used for a while. So the implementation can be carefully planned taking into account other construction projects and financial planning.

Additionally, this is the stage in which the surroundings, like the stores and the buildings, would get upgraded too, to create a more inviting environment. We expect that this last stage will set in stone the improvements gained within the first two stages. And with that creates a durable, integral solution, that makes the Kuyperwijk a safer, more socially coherent place. At this stage, the square will have a place identity of being a safe and inviting space and also be the emotional centre of the neighbourhood, rather than just the economic centre.

4.5 CONCLUSION

We expect that when the three stages are implemented properly, they follow up on each other in a natural way. All the proposed interventions are connected with each other. The first stage will create the opportunity to increase the number of visitors at the square, which will increase interaction between the residents, create more social cohesion and in turn more safety through social control.

The reduction of the cars, creating an activities centre and placing the movable furniture will lead to a more inviting environment which will then again attract people to come to the square. When more and more people visit the Van Foreesplein, the snackbar and the bakery will see the potential of investing in a terrace, which will lead to a higher profit for them because there are more people who want to gather in the area.

5. REFLECTION

The design we made is based on both quantitative as well as qualitative research. It is centered around the residents of the neighbourhood and we conducted interviews to get an overview of the residents' perspective on the neighbourhood. After this, we placed our findings in a theoretical framework so we could create the foundation of our design. Although we tried to be as objective as possible, our research is inevitably subjected to some biases; our own and those of the interviewed and those in the literature. We started our exploration as broad as possible, while simultaneously introducing into the interviews a couple of questions steering in the direction of the resident's perception of the social cohesion in the neighbourhood, because of our first impressions and the information provided beforehand by the university and municipality. However, the outcomes of the interviews were not per se what we expected and gave us great insights.

The biases of the answers to the interviews can also be discussed. Did we interview a representative group of residents? The people we interviewed at the information market are the people that have a certain interest and opinion about the neighbourhood. Therefore, their answers might be coloured differently than those of other residents who are less interested or happily ignorant of the ongoings. The stories that the elderly people told us about the neighbourhood 'back in the days' might be influenced by romanticised memories. Unfortunately our outcomes are limited to the interviews we conducted.

Due to the coronavirus outbreak, it was impossible to conduct any more interviews, which could have diversified the sample by choosing a different day and time than the first round of interviews. However, in the interviews we were able to conduct, many people gave a similar response. By examining what we had and by placing them in a theoretical framework, we believe that the research we have done is a good foundation for the design.

We started this project with a lot of energy and collaboration. We had regular meetings and gave feedback on each other's work. Unfortunately this changed due to the corona-crisis. We had to cancel any further research and had to finish this report in isolation with no physical contact. Luckily we could make use of all the available technologies to stay into contact with each other. Besides these technical issues it was really fun to tackle a practical question in which we could listen to the residents and work from a bottom-up perspective. The different disciplines from all the group members added an extra layer to the internal dynamics of the group. Some people knew more about theory while others had more knowledge about how to bring ideas into practice and developing a design. As a concluding remark we can say that creating a design for a neighbourhood you are not familiar with is very difficult. Therefore, it is of utmost importance that policymakers really make an effort in connecting and understanding a place before they make plans to change things.

SOURCES

Literature

Abascal, M. & Baldassarri, D. (2015) Love Thy Neighbor? Ethnoracial Diversity and Trust Reexamined. American Journal of Sociology, 121(3), 722-782.

Chan, J., To, H-P. & Chan. E. (2006). To Reconsidering Social Cohesion: Developing a Definition and Analytical Framework for Empirical Research, Social Indicators Research, 75(2), 273-302.

Glaster, G. C., (2012). The mechanism(s) of neighbourhood effects: theory, evidence, and policy implications. In: Neighbourhood Effects Research: New Perspectives. Springer

Gehl, J. (2014). Foreword. In Urban Acupuncture. Island Press, Washington.

Gijsberts, M., Van der Meer, T. & Dagevos, J. (2012). 'Hunkering Down' in Multi-Ethnic Neighbourhoods? The Effects of Ethnic Diversity on Dimensions of Social Cohesion. European Sociological Review 28(4), 527-537.

Hernandez, B., Hidalgo, M. C., Salazar-Laplace, M. E., & Hess, S. (2007). Place attachment and place identity in natives and non-natives. Journal of Environmental Psychology, 27, 310-319.

Jennissen, R., Engbersen, G., Bokhorst, M., & Bovens, M. (2018) De nieuwe verscheidenheid: Toenemende diversiteit naar herkomst in Nederland (Nr. 741) Wetenschappelijke raad voor het regeringsbeleid.

Kleinhans, R.J. (2012) Housing Policy and Regeneration. International Encyclopedia of Housing and Home Vol. 3, 590-595.

Larkham, P. J., (2019) The Importance of Observation: Urban Morphology in the Field in: Teaching Urban Morphology, 265-279.

Lewicka, M. (2011) Place attachment: How far have we come in the last 40 years? Journal of Environmental Psychology 31, 207-230.

Madgin, R., Bradley, L. & Hastings, A. (2016) Connecting physical and social dimensions of place attachment: What can we learn from attachment to urban recreational spaces? J Hous and the Built Environ 31, 677-693.

Sadik-Khan, J. & Solomonow, S. (2017). Streetfight: Handbook for an Urban Revolution. Penguin.

Smeekes, A. & Mulder, L. (2016) 'Verliesgevoelens in relatie tot de multi-etnische samenleving onder autochtone Nederlanders', wrr Working Paper 22, Den Haag: Wetenschappelijke Raad voor het Regeringsbeleid.

Stedman, R. C. (2003). Is It Really Just a Social Construction?: The Contribution of the Physical Environment to Sense of Place. Society & Natural Resources, 16(8), 671-685.

Van der Meer, T. & Tolsma, J. (2014) Ethnic Diversity and Its Effects on Social Cohesion. Annual Review of Sociology, 40(1), 459-478.

Websites

https://allecijfers.nl/buurt/kuyperwijk-noord-delft/

https://www.delft.nl/bestuur-en-organisatie/delft-2040/kansrijke-locaties

https://www.hartvannederland.nl/nieuws/2019/kogels-vliegen-in-het-rond-bij-schietpartij-in-delft/

https://district8.net/politie-start-groot-onderzoek-na-schietpartij-van-der-lelijstraat-delft.html

https://www.medicaldelta.nl/living-labs

https://www.ams-institute.org/how-we-work/living-labs/

http://www.starzakstrebicki.eu/en/project/courtyard-city-hall/

https://en.wikipedia.org/wiki/Living_lab

https://www.thegreenvillage.org/projects/living-lab

https://bureau-sport.nl/Teamplayers

https://www.nytimes.com/2013/06/02/arts/design/a-prescription-for-plazas-and-public-spaces.html

https://www.urb-i.com/before-after

https://www.delft.nl/wonen/buitenruimte/zelf-beheren/plantenbak-onderhouden

Lecture slides

Newton, C. (20-02-2020) Fieldwork. An Introduction to some methods.

APPENDIX 1:
OBSERVATIONS (FIRST IMPRESSIONS)

Anne

There are many different kinds of buildings in the Kuyperwijk. From high rise to 3 to 4 storey buildings and also semi detached houses. There wasn't much trash on the streets. Gardens are mostly well maintained, with a few exceptions. There were many public or shared gardens, which were mostly covered with grass, often between two high rise buildings. Most of the time there were no benches. There are many playgrounds for children.There are only shops at the border between the 'north' and 'south' part of the Kuyperwijk. There is a lot of social housing. These buildings were often a couple of storeys high and have small balconies that didn't look all too great. Besides that, I am wondering if the Kuyperwijk really can be seen as a deprived area, but maybe it is less visible.

Silvia

I was expecting something way worse but the neighbourhood seemed quite ok in my opinion. The streets were clean and there were green areas. What I found interesting, however, was the mix of dwellings ranging from houses to highrise buildings to small apartment buildings and the building for the elderly (soon to be demolished). Another thing was the lack of playgrounds, I remember seeing only one in the entire neighbourhood. I am curious what issues the people living there will bring up.

Yasmin

There is no nice place for people to meet each other and talk about what is going on in their neighbourhood, like a nice coffee bar. A place where the inhabitants of the social housing as well as the 'rich people' would like to come and meet each other. The playgrounds for children also look very poor. The attributes are not stimulating creativity among the children. I also saw that the playgrounds for children from the social housing are divided from the playgrounds for children in the 'richer part of the neighbourhood'. It makes me very sad, how can we stimulate these children to play together? The playgrounds are next to streets with a lot of cars. It doesn't make the space outside safe and nice for children to play. I was born and raised in Delft, but I never came here. How can we create a better connection with the city centre and other inhabitants (e.g. students) in Delft? How can we give this neighbourhood a better reputation? There should be something that also attracts other inhabitants of Delft to visit this neighbourhood. This could be a market, cultural event, festival? There's no good public transport connection with the city centre. There are many inhabitants with a migrant background: but what are they missing and what do they like to have? E.g. a Turkish supermarket or tea bar?

Stan

I feel that the Kuyperwijk is a well defined neighbourhood in spatial terms, between Beatrixlaan from the east, and the canals from the north and west. It is a positive aspect we can somehow use in the strategy. There is this big street cutting the neighbourhood in half (van Foreestweg) and I think it is way too wide for the traffic it carries. I imagine it could be a better public space, more for pedestrians that connect the northern and southern part of the Kuyperwijk. In general, space for pedestrians is really small compared to the space used by cars. It is also visible in the Foreestweg next to those shops on the north side. I think that living in those buildings next to this big road on the east Beatrixlaan is really noisy and there is a lot of air pollution from the traffic. Maybe a solution could be a linear park on this side of the neighbourhood. In general, I think that a lot can be done in terms of public space, it can also be a tool to integrate different groups of people and status.

Klaas

At the Meermanstraat: Super weird difference between big houses in front of social housing. The grass plains seem a very nice place to have a gathering but apparently there is no interaction between the residents. The grass fields at the Groenewegenstraat seem super neatly maintained. Is there cooperation with these or is it an external party? What is the chemistry between the people living around these gardens? Do they have barbecues together here? The grass field at the Teding van Berkhoutlaan is closed, isn't this interesting for a neighbourhood project. Involving residents? Why did this school stop at the Vosmaerstraat?

Schools are often a very important part of neighbourhood interaction. Why is there no community centre at the Van Foreestplein? Isn't this a better place for an interactive community centre? The neighbourhood seems very good, the mix of housing is very nice, there is no clear lack of maintenance or waste. Apparently the worries and loneliness happen behind closed doors. Maybe the solution is to nudge/motivate people to do something with the neighbourhood. Something small like projects within a community centre, or a public garden. Or urge them to organise bigger events, like bbq's or other bigger events.

Fabienne

As we arrived at the starting point of the tour by bus, it was raining, not too much, but everything was grey. In this winter weather this square felt rather unpleasant. I did not know what to expect, but for the rest of the neighbourhood tour I rather enjoyed the form of the buildings, streets and the green spaces. In my eyes they mostly looked like what one would consider as normal. Those streets that are made out of red brickstones made the world seem less grey. As we were such a big group of students, I did not notice a lot of other people, except for a little boy walking through the middle of our group. I can't be sure if there were almost none because of the rain, or if they blended into the group.Especially after the tour, while running over the square to catch the bus, I found the square rather desolate with the puddles of water on concrete and gravel.

APPENDIX 2:
INTERVIEWS

INTERVIEWS done by Anne at the Kuyperwijk North on March 5th				
Questions		Person	**1: women (app. age: 35)**	
Do you live in the Kuyperwijk Noord?			Yes	
What do you do during the day?			Fulltime job and children	
What do you like about the neighbourhood?			Eveything is closeby	
What do you don't like?			There is a lot of youth hanging around	
What do you think should be improved?			Some nice playgrounds for the kids and a nice park	
How do people get along with each other in the neighbourhood?			Good, people always say hello to each other and meet each other in the streets and at parties	
Are there public spaces? Do you spend time there?			On the Foreeestplein, there are markets and festivities	
Do you think there is a division in the neighbourhood?			Not realy, except for the youth that is hanging around	
Are you active in a club/centre?			No	
Do you live in social housing or private sector?			Social housing, but we will be buying a house next year	
Questions		Person	**2: women (app. age: 40)**	
Do you live in the Kuyperwijk Noord?			Yes	
What do you do during the day?			Fulltime job and children	
What do you like about the neighbourhood?			Nothing	
What do you don't like?			The chaos of the contruction sites (temporarily)	
What do you think should be improved?			The accesibility, create on-way streets and maintain the public spaces better	
How do people get along with each other in the neighbourhood?			Good, poeple generally know each other and greet each other	
Are there public spaces? Do you spend time there?			Not realy, the places that are there do not look very inviting	
Do you think there is a division in the neighbourhood?			Not realy	
Are you active in a club/centre?			No	
Do you live in social housing or private sector?			Social housing	
Questions		Person	**3: man (app. age: 80)**	
Do you live in the Kuyperwijk Noord?			Yes	
What do you do during the day?			Retired	
What do you like about the neighbourhood?			Everything what I need is here, there are enough facilities	
What do you don't like?			Nothing	
What do you think should be improved?			Nothing	
How do people get along with each other in the neighbourhood?			People greet each other	
Are there public spaces? Do you spend time there?			The community centre, Hof park and the Foreestplein	
Do you think there is a division in the neighbourhood?			No	
Are you active in a club/centre?			The comunity centre	
Do you live in social housing or private sector?			Social housing	
Questions		Person	**4: women (app. age: 60)**	
Do you live in the Kuyperwijk Noord?			Yes	
What do you do during the day?			Retired	
What do you like about the neighbourhood?			People know and greet each other	
What do you don't like?			Poor accessibility	
What do you think should be improved?			One way streets	
How do people get along with each other in the neighbourhood?			Good, people greet each other and there is a community WhatsApp	
Are there public spaces? Do you spend time there?			Community centre, but that is more for elderly people	
Do you think there is a division in the neighbourhood?			Not realy	
Are you active in a club/centre?			Community centre, but only went twice	
Do you live in social housing or private sector?			Social housing (but new flat so realy nice and also expensive)	
INTERVIEWS done by Klaas at the Kuyperwijk North on March 5th				
Questions		Person	**5: man (app. age: 35)**	
Do you live in the Kuyperwijk Noord?			Yes	
What do you do during the day?			Sporting, and taking care of my daughter. I work in the evening	
What do you like about the neighbourhood?			Not really something	
What do you don't like?			Strange things happen here. There has been a stabbing. Also there have been white vans with adults in it aproaching children	
What do you think should be improved?			There has to be some sort of display of surveyance. So people won't do this stuff	
How do people get along with each other in the neighbourhood?			There is a lot of contact with eachother. We have a whatsapp group, and there is a lot of social surveyance	
Are there public spaces? Do you spend time there?			No not really, I'm not really engaged in the neighbourhood	
Do you think there is a division in the neighbourhood?			No not really. There is a nice mix of different people. I believe that is better then neigbourhoods where different etnic groups are concentrated	
Are you active in a club/centre?			No	
Do you live in social housing or private sector?			Social housing	
Questions		Person	**6: man (app. age: 64)**	

Do you live in the Kuyperwijk Noord?			Yes	
What do you do during the day?			I don't have a job, and at my age it's really hard to get a new one	
What do you like about the neighbourhood?			I like the surroundings. If you walk to the next neighbourhood it is beautiful. Really nice to walk with the dog	
What do you don't like?			Well, there is some youth that is hanging around a lot in the evening	
What do you think should be improved?			Nothing in particularry	
How do people get along with each other in the neighbourhood?			Seems nice, I'm quite on my own but people do greet eachother	
Are there public spaces? Do you spend time there?			No	
Do you think there is a division in the neighbourhood?			No	
Are you active in a club/centre?			No	
Do you live in social housing or private sector?			Social housing	
Questions		Person	7: man: (app. age: 50)	
Do you live in the Kuyperwijk Noord?			Yes	
What do you do during the day?			I have ptss, so I'm not alloud to work anymore, so not much. A lot of walking with the dog	
What do you like about the neighbourhood?			It's not crowded, it's nice to walk with the dog	
What do you don't like?			Since a couple of years there is a lot of youth hanging around and dealing drugs	
			There has been a shooting last year. I was really lucky. I walked by 10 minutes later	
What do you think should be improved?			Well apart from the youth problem not much	
How do people get along with each other in the neighbourhood?			People are nice and greet eachother. Sometimes I have long conversations when walking the dog	
Are there public spaces? Do you spend time there?			No. Sometimes the social restaurant	
Do you think there is a division in the neighbourhood?			No not really	
Are you active in a club/centre?			No	
Do you live in social housing or private sector?			Social housing	

INTERVIEWS done by Yasmin at the Kuyperwijk North on March 5th

Questions		Person	8: woman (app. age: 35)	
Do you live in the Kuyperwijk Noord?			Yes	
What do you do during the day?			I bring my two little children to the school, I do to the groceries and I work next to the hospital.	
What do you like about the neighbourhood?			It's ok and quiet	
What do you don't like?			Nothing	
What do you think should be improved?			Nothing	
How do people get along with each other in the neighbourhood?			Ok, everyone is nice.	
Are there public spaces? Do you spend time there?			Not much. The supermarket, pizzeria and the children playgrounds in the summer (not winter).	
Do you think there is a division in the neighbourhood?			I don't know.	
Are you active in a club/centre?			No	
Do you live in social housing or private sector?			Social housing	
Questions		Person	9: woman (app. age: 40)	
Do you live in the Kuyperwijk Noord?			Yes	
What do you do during the day?			I have five children, so I'am really busy with that. Besides, I do the groceries. I don't have a job.	
What do you like about the neighbourhood?			I already live here for 30 years. It's nice and quiet during the day. There's a lot of things to do for the little children.	
What do you don't like?			There should be something to do for my older children. For them, it's boring here.	
What do you think should be improved?			There should be something to do for my older children.	
How do people get along with each other in the neighbourhood?			It's nice, I know many people here and we are greeting each other. It's a real 'Volksbuurtje'	
Are there public spaces? Do you spend time there?			Not really. Only the supermarket and the playgrounds for the little kids.	
Do you think there is a division in the neighbourhood?			No not really	
Are you active in a club/centre?			No	
Do you live in social housing or private sector?			Social housing	
Questions		Person	10: man (app. age: 40)	
Do you live in the Kuyperwijk Noord?			No in Ypenburg	
What do you do during the day?			I work here in the dry cleaning shop (Foreestplein) every day until 18.00 hrs. and then I just go home.	
What do you like about the neighbourhood?			The business are going well, I'am happy with that. In the summer, the people are very active in this square (markets, festivities etc.), but not in the winter. Also I don't know what's happening here in the evening when I go home.	
What do you don't like?			The renovation of the PLUS supermarket. Why is this all needed? I think it costs a lot of money and it's chaos.	

Questions					
What do you think should be improved?			I don't know		
How do people get along with each other in the neighbourhood?			Good		
Are there public spaces? Do you spend time there?			No, I don't do anything here except working.		
Do you think there is a division in the neighbourhood?			-		
Are you active in a club/centre?			-		
Do you live in social housing or private sector?			-		
Questions		Person	12: woman (app. age: 30)		
Do you live in the Kuyperwijk Noord?			Yes, only since 1 month so I don't really know this neighbourhood yet		
What do you do during the day?			I'am going to my work		
What do you like about the neighbourhood?			It's quite during the day		
What do you don't like?			The youth hanging around during the night. There's drugsdealing.		
			I really don't like it.		
What do you think should be improved?			Same answer as above.		
How do people get along with each other in the neighbourhood?			It looks nice		
Are there public spaces? Do you spend time there?			No		
Do you think there is a division in the neighbourhood?			No		
Are you active in a club/centre?			No		
Do you live in social housing or private sector?			Social housing		
Questions		Person	13: man (app. age: 20)		
Do you live in the Kuyperwijk Noord?			Yes, I live here with my parents		
What do you do during the day?			I go to work and the gym, and I meet my friends in Delft city centre or		
			in Rijswijk.		
What do you like about the neighbourhood?			You have everything you need around (supermarkets, pizzeria, etc.)		
			I can just go to the center on my scooter.		
What do you don't like?			There are not many young people / friends living here, mostly families		
			with younger childeren.		
What do you think should be improved?			I don't know. What do you think about the Van Foreest square?		
			It's busy in the summer.		
How do people get along with each other in the neighbourhood?			People are nice		
Are there public spaces? Do you spend time there?			We used the square before for basketball, but not anymore.		
Do you think there is a division in the neighbourhood?			No		
Are you active in a club/centre?			No		
Do you live in social housing or private sector?			Social housing		