Reaching the Unreachable?

Examining how inclusive participation can be fostered through engagement strategies for liveability in urban area development

P5 | Suzan van Cuyk

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Colophon

Preface

This thesis completes the last component of my Master's degree in Management in the Built Environment (MBE) from Delft University of Technology's Faculty of Architecture and the Built Environment. It is the result of years of research, effort, and dedication.

The built environment and our way of life are being more and more impacted by climate change. Students at TU Delft are prepared to innovate and create solutions that will help us live, work, and succeed in a more sustainable way in the present and the future. This research focuses on one small aspect of climate change and sustainability: improving liveability in urban development through social innovation.

While pursuing my bachelor's degree at the Faculty of Architecture and the Built Environment, I developed an interest in urban development. What surprised me was how much I would grow to value the perspectives and influence of citizens in these urban development projects. This has been a key realization for both my personal growth and my research, evolving naturally as I progressed through the writing process Anyone who has followed my research will recognize that this writing process is supported by the many topic changes in my research. Nonetheless, I have learned so much from this last chapter of my master's program, including the importance of public involvement, urban development management, and the role of developers. I have also become more aware of my own abilities, passions, and goals for the future.

Writing this thesis has been a long journey full of ups and downs. Much of this was due to my own insecurities as a researcher at the beginning of the process. As time went on, I gained confidence from support from various parties and was able to give more structure and direction to this research.

I would therefore like to express my gratitude to my mentors, Aksel Ersoy and Paul Chan. Without their guidance and support, I would not have reached this point. Their confidence in me and my work has been incredibly valuable, especially at times when I was less confident in my own research direction.

Additionally, I would like to express my gratitude to my colleagues at VORM, particularly to Mo Sedighi and Britt van der Zandt, who guided me and gave me the space I needed to conduct the research I am sharing today. I would also like to extend my gratitude for helping me connect with the right people, which created a positive snowball effect in securing participants for the interviews. This proved to be invaluable in conducting the research.

In conclusion, I would like to sincerely thank each and every participant who engaged with this research. Through honest and transparent discussions and conversations, their professional perspectives and personal experiences provided me with the social background I required for a research topic that had originally been more practical or technical in nature.

Many thanks,

S.A. (Suzan) van Cuyk

Delft, November 2024

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Abstract

Abstract – This study examines how citizen engagement strategies can facilitate more inclusive participation for enhancing liveability in urban area development. With growing demands for citizen involvement in decision-making processes, particularly in light of the new Environment and Planning Act, developers often face challenges such as increased objections, unrealistic expectations, and potential delays. This study aims to bridge the gap between theoretical research on citizen participation and practical challenges of engagement in urban development. It examines two case studies: the Defensie-eiland project in Woerden and the Piekstraat development in Rotterdam. The Defensie-eiland project has already implemented citizen engagement strategies during its transformation from a former military site into a mixed-use neighbourhood. The Piekstraat project, on the other hand, is an ongoing development aiming to revitalize a historic dockland area. The research uses a mixed-methods approach, including exploratory interviews, documentation analysis, in-depth stakeholder interviews and a validating citizen survey. The findings aim to contribute to the academic discourse on sustainable urban development by highlighting the importance of citizen participation in shaping liveable and inclusive neighbourhoods. The thesis concludes with recommendations for practitioners on how to implement the proposed strategies effectively, highlighting the need for context-specific approaches, transparent communication, and the use of hybrid participation models. Digital tools show the capacity to engage traditionally underrepresented groups more effectively. The plan's success hinges on a team with strong commitment and a clear objective.

Keywords Citizen engagement, Inclusive participation, Urban area development, Liveability, Sustainable urban transitions, Hybrid participation

Stad

Hoe maak je een stad zó dat hij
staat als een huis waarin je solide

kunt wonen. Wat je ziet is stenen decor
en allerwegen onder een leniger hemel

met velen de spelers. Stil of luidruchtig
bewegen ze zich over markten en bruggen
langs water, door parken voor luchtiger

adem. Ze hebben gezichten, namen,
kunnen elkaar raken en hoe ze

dat doen maakt de plek tot wijkplaats
of wak. De spelers maken de stad.

Hester Knibbe

Executive summary

Introduction

The shift toward a sustainable society has become central in policy debates, as current lifestyles strain the earth. With over half of the global population in cities, urban areas are vital for addressing environmental and social crises (Grimm et al., 2008). Achieving sustainability requires collaborative action plans and significant socio-technical changes (Grin et al., 2010). Systematic research is crucial for gathering insights from various contexts to help cities adapt (Huovila et al., 2022).

Public opposition often delays urban development; however participation also offers opportunities, the Environmental Planning Act encourages citizen engagement, allowing diverse input that enhances project outcomes (Afzalan et al., 2017; Rambaldi et al., 2006). Technological advancements have made participation more accessible through digital tools (Zhao et al., 2018), emphasizing the importance of involving citizens in decision-making as urban challenges become increasingly complex (Albino et al., 2015). This prompts questions on how to integrate these elements for a sustainable future.

Theoretical research

The theoretical research component of this study comprises a literature review that examines the concepts of public participation, liveability, and urban area development. The term 'public participation' is defined as the process through which stakeholders, including residents, are involved in decision-making regarding urban projects, allowing their voices and opinions to shape outcomes (Arnstein, 1969). Effective public participation hinges on transparency, inclusivity, and responsiveness, which cultivate trust and engagement among community members.

The term 'liveability' is used to describe the quality of life in urban environments. It encompasses a number of factors, including safety, accessibility, amenities and environmental sustainability. Resident perceptions and satisfaction with their living conditions are often used as indicators of liveability (Morrison et al., 2019).

Urban area development is the process of planning and executing projects with the aim of enhancing urban spaces and addressing social, economic, and environmental challenges. This requires a collaborative approach that integrates diverse perspectives in order to create spaces that promote well-being and sustainable growth.
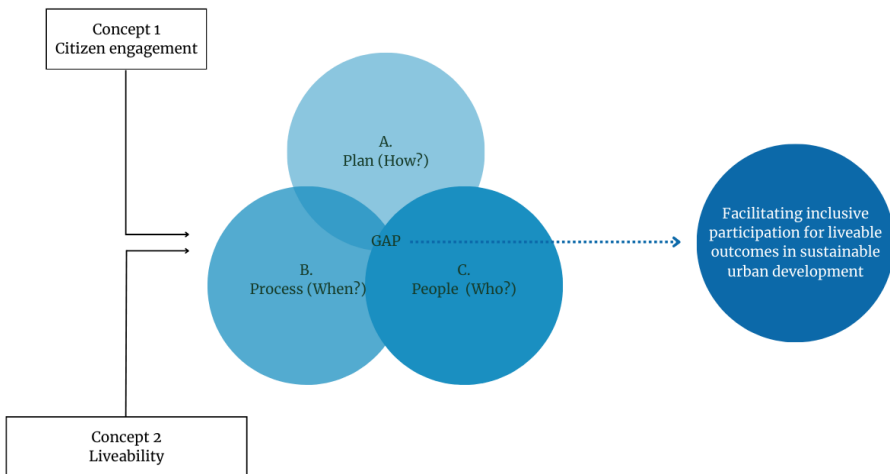

Figure 1: Conceptual framework (Own figure)

Research method

This study uses qualitative research to examine how citizen engagement can improve liveability outcomes, focusing on developers' perspectives. Qualitative research is suitable for investigating how citizen participation affects liveability (Eriksson et al., 2008).

The research design employs a multiple case study approach, examining two area development projects with different socio-economic characteristics. This study uses both deductive and inductive approaches. It starts with a review of existing theories and concepts related to citizen engagement, liveability, and urban area development. It then looks at new perspectives and trends from data collected from the Defensie-eiland and Piekstraat cases. A survey of residents in Defensie-eiland will gather data on their perceptions and experiences of the participation process and liveability, as well as on the user-friendliness of the survey tool. Validation of the findings from the interviews is the main aim of this survey.

A strategic framework for developers will be developed based on an in-depth analysis of all the data gathered including the Defensie-eiland case, Piekstraat case and the literature review. See figure below for an overview of the research design.
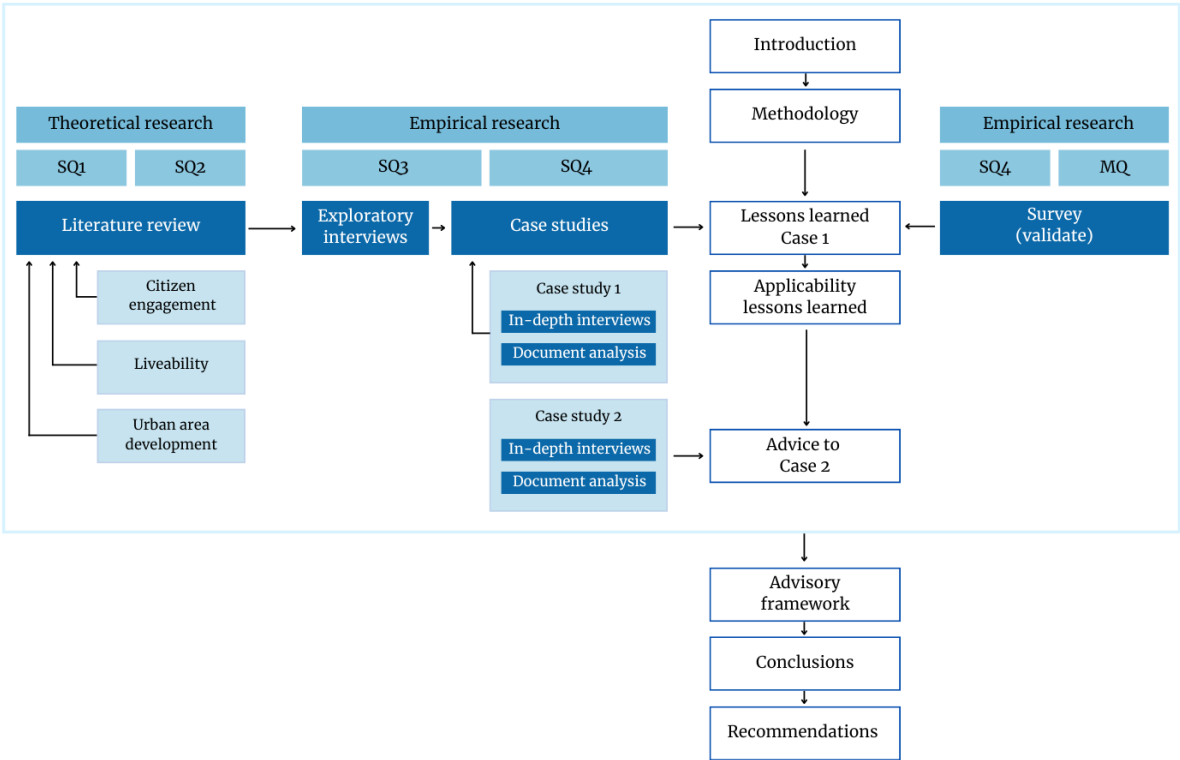
Figure 2: Research design (Own figure)

Results

The research identifies significant challenges in citizen engagement within urban development projects, particularly in terms of effectively reaching diverse community members. One of the key findings is the need to combine digital and in-person participation methods. While digital platforms offer greater efficiency and broader outreach, they may inadvertently exclude individuals who prefer traditional forms of engagement or lack access to technology. This creates a tension between individual and collective choices, as different people have varying levels of comfort and preferences regarding participation.

Furthermore, the research highlights the fact that citizens have a variety of ideas, priorities, needs and desires. To ensure effective engagement, it is essential to acknowledge and accommodate the diversity of views within the community. This will guarantee that all voices are represented and that input accurately reflects the collective interests of the community. It is essential that engagement tools feature attractive visuals and compelling content in order to capture interest. Additionally, they should be enjoyable, easy to use, and accessible to all community members. Meeting these criteria is essential for fostering meaningful participation.

The research identified factors that encourage citizen engagement. Incentives, personal development and a sense of ownership enhance participation. Gamification, community building and a positive reputation also motivate.

The study identified factors that deter citizen engagement. Lack of digital literacy, insufficient time and inadequate resources were seen as barriers to participation. Language barriers and a lack of comfort with digitalisation were also identified as significant challenges. Negative experiences, such as the tone of discussions, a top-down approach to urban planning and differing priorities, have been identified as contributing factors to reluctance in engaging with urban development initiatives.

These results were incorporated into both an internal strategy and external strategy to articulate a participation plan.

The first step to ensuring a successful engagement strategy is to clearly define and articulate it internally, ensuring all team members involved are aware of the plan. In other words: Clarify your goals. The structure in which this drafting of the engagement plan is woven consists of four steps:

1. Formation
2. Communication
3. Execution
4. Evaluation

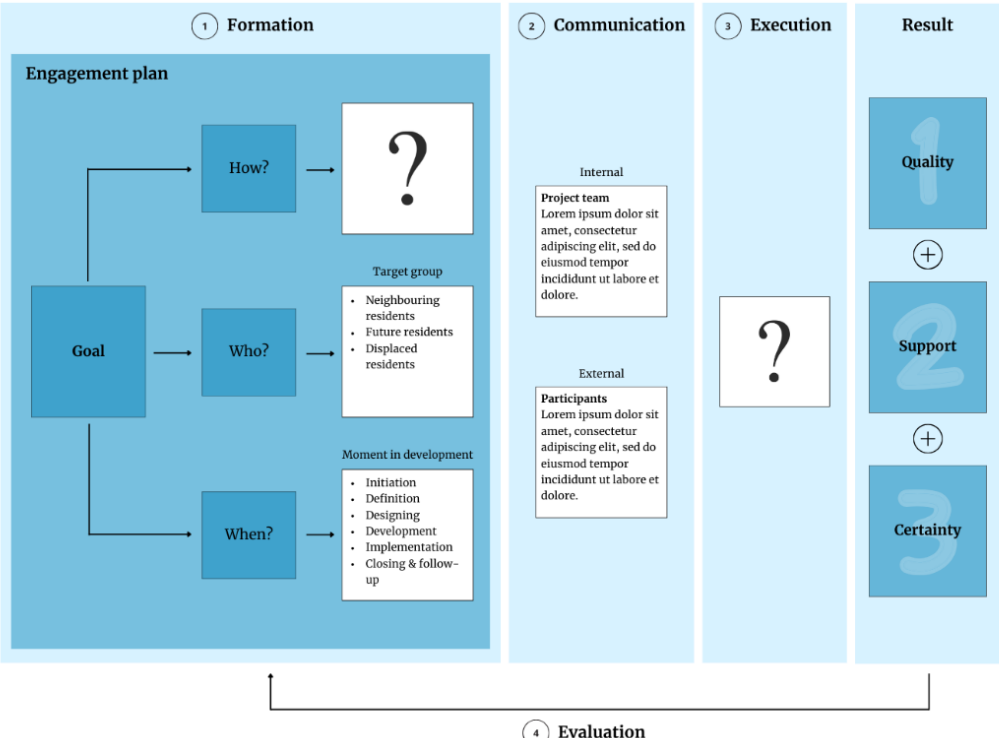Within step 1 of the formation, three boxes are drawn: The How, When and Who.

Figure 3: Internal strategy (Own figure)

Let's zoom in on the How? In essence, this is the engagement plan, or external strategy.

1 Clarify your goals
Create commitment within your team. Determine expected output. Are you identifying problems, devising solutions, or making decisions? Before launching, define what your main goals are. Do you want community members to share their ideas (ideation), allocate resources (participatory budgeting), or vote on different scenarios (poll)?

Key actions:
- Outline the engagement's purpose (e.g., problem identificaiton, ideation, budgeting, or decision-making).
- Ensure all team members and partners are commited to the defined goals.

2 Determine target audience
Who do you want to reach? How will you reach them? Determine which segments of the community should be involved in the engagement process. Ensure to focus on underrepresented or marginalized groups to achieve a more inclusive decision-making process. Tailor outreach strategies to the specific needs of these groups to encourage meaningful participation.

Key actions:
- Map out relevant participants
- Develop targeted outreach strategies to engage specific groups, ensuring inclusivity.

3 Develop a communication plan
An effective communication plan is crucial for attracting diverse participants. Utilize both digital (social media, newsletters) and traditional (local newspapers, flyers) channels to ensure widespread reach. Aim for transparency, clarity, and inclusivity in your messaging.

Key actions:
- Use a mix of online (social media, newsletters) and offline (flyers, town hall meetings) communication.
- Ensure your messaging is clear, transparent, and emphasizes the importance of participation.

4 Select tailored engagement tools
Select the most suitable engagement tools, depending on your project goals and target audience. For instance, if you're collecting input, use surveys, polls, or interactive maps. For more complex decisions, you might consider scenario planning through workshops or focus groups or participatory budgeting.

Key actions:
- Choose your tools based on your goals (e.g. surveys, polling, participatory budgeting, interactive mapping)
- Ensure tools are intuitive, accessible, and provide meaningful ways for the community to contribute.

5 Combine online and offline methods
To foster maximum engagement, offer both online and offline participation options. An online survey can easily collect data and input and is an easy way of data collection, while in-person meetings can facilitate more personal dialogue and involvement. Host hybrid events for those less comfortable with digital tools.

Key actions:
- Host hybrid events for residents who prefer face-to-face interaction, simultaneously promote digital tools.
- Simplify interfaces and spread clear instructions to reduce barriers to participation.

6 Facilitate active participation
Incorporate methods that encourage people to engage actively. To ensure that citizens engage meaningfully in the project development process, it's essential to incorporate methods that actively involve them. These techniques should be designed to make participation optimally accessible. Digital tools and platforms used for participation should be easy to navigate and intuitive.

Key actions:
- Organize interactive events where community members can collaborate in real-time.
- Use game-like elements (gamification) to make engagement fun and interactive.
- Provide non-monetary incentives

7 Ensure transparent communication
Throughout the engagement process, maintain transparency by sharing how feedback will be used. Clearly communicating what input was received, how decisions were made, and what actions will be taken is important. Transparency builds trust and sustains long-term engagement from the community.

Key actions:
- Share regular updates on project progress, including decisions made and why.
- Clearly report how citizen feedback is being integrated into development decisions.

8 Evaluate the process and outcomes
After the engagement process, conduct a thorough (internal & external) evaluation to assess its success and gather insights for future projects. Analyze participation data, assess whether the objectives were met, and collect feedback from the community on their experience. Use this evaluation to refine future citizen engagement strategies.

Key actions:
- Evaluate participation rates, inclusivity and effectiveness of engagement tools.
- Gather feedback from stakeholders on the process and outcomes.
- Adjust future strategies to ensure continuous improvement.

Figure 4: External strategy (Own figure)

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Conclusion

Current citizen participation in urban development is inconsistent, varying significantly by region and project type, often attracting only a limited demographic. Traditional methods like public hearings are being supplemented with digital platforms, which can reach a broader audience but still face challenges in engaging digitally underserved populations. Key barriers to effective engagement include lack of awareness, distrust in the process, and digital exclusion, particularly affecting marginalized groups who feel their participation may not yield meaningful outcomes. Targeted engagement strategies are crucial for enhancing liveability outcomes, utilizing a mix of online and offline participatory tools tailored to community demographics and needs. Effective strategies identified include co-creation workshops, community mapping, and participatory budgeting, emphasizing the importance of engaging local leaders and ensuring transparency to build trust. A comprehensive engagement strategy must integrate both technological and non-technological tools to foster inclusivity, utilizing online surveys and interactive platforms alongside face-to-face workshops and door-to-door outreach. Adopting a hybrid approach is essential for ensuring that all community members, regardless of their technological access or comfort level, have the opportunity to participate meaningfully in urban development initiatives.

This research examined the following main research question:

Main question: *How can citizen engagement strategies facilitate more inclusive participation for liveability in urban area development?*

The findings from this research demonstrate that effective citizen engagement strategies can indeed foster more inclusive participation, leading to urban development projects that better reflect the needs and preferences of diverse citizen groups. By integrating both digital and in-person participation tools, developers can reach traditionally underrepresented groups, ensuring that inclusivity is not just an aspiration but an achievable goal in urban area development. Liveability outcomes, such as community cohesion, accessibility, and social sustainability, are enhanced when citizens feel they have a voice in the design and decision-making process.

It is important to note that, in order to ensure inclusive participation, it is not always necessary for all individuals to actively engage. Instead, the objective should be to provide as many citizens as possible with the opportunity to have their voices heard.

Recommendations

The recommendations for further research include some suggestions for the specific case of Piekstraat and the implementation of Kijk op de Wijk, and some general suggestions.

The case specific recommendations are the following:

- Long-term effect of citizen engagement on liveability: As Piekstraat is for the most part still in the initial phase of development, the project carries a lot of possibilities for implementing inclusive citizen engagement. This case offers the opportunity to observe the impact of citizen engagement from its initial to its final phases, while simultaneously evaluating the empirical validity of the theoretical propositions concerning the difference in willingness to participate among resident groups.

- Comparative analysis with similar developments: A comparative analysis of the Piekstraat project with other urban area developments that have implemented similar citizen engagement strategies could provide valuable insights into best practices and potential pitfalls. This comparative research could highlight the unique challenges of the Piekstraat development in relation to other case studies.

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Recommendations for Kijk op de Wijk and future development or use of the methodology:

- Technological innovation in participation: Future research could explore emerging technologies, such as augmented reality (AR) or artificial intelligence (AI), and their potential for enhancing citizen engagement in urban planning.

- Measuring the success of the methodology: Although the methodology is already being deployed within VORM, this is still in the initial phase. The methodology, with all its procedures and tools, has not yet been deployed in its entirety, while according to (#7. KodW), this is the most effective approach. For future research, it would therefore be interesting to examine the success of the methodology in its completeness when it has been applied in practice.

General recommendations can be described as follows:

- Implementation in different contexts: This study focuses on specific urban contexts, such as Piekstraat and Kijk op de Wijk, but further research could compare citizen engagement strategies in various geographic regions, including rural versus urban areas or cities of different scales. Such comparisons would help determine whether the strategies outlined here are universally applicable or need adjustment based on local conditions.

- Exploring financial (dis)advantages

- Technological innovation in participation: Future research could explore emerging technologies, such as augmented reality (AR) or artificial intelligence (AI), and their potential for enhancing citizen engagement in urban planning.

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Section I

Introduction

1. Introduction

The shift towards a sustainable society has risen to prominence in policy debates in recent years. Many experts agree that the way people currently live and use resources is straining the earth. With over half the world's population residing in cities, urban environments play a critical part in addressing the environmental and social crises (Grimm et al., 2008). To address, there's a call for significant socio-technical changes toward sustainable futures (Grin et al., 2010). To achieve these objectives, however, not just ambition but also assistance in generating actual action plans, inventive ideas, and successful engagement with many stakeholders are required. As Huovila et al. (2022) point out, systematic research is required to collect valuable lessons from varied contexts in order to assist cities in their quest for keeping up with the rapidly changing environment. All these ambitious goals necessitate a significant transformation in how buildings are designed, constructed, and utilized (Skea, 2012). It is critical to test and try out creative solutions in practice. These experiments not only gain public support, but they also provide transparency and insights for effective decision-making (Fan et al., 2022).

Addressing the urban challenges is often slowed by public opposition, delaying critical infrastructure and urban development projects. The Environment and Planning Act, aimed at fostering public engagement and streamlining planning processes, adds another layer of complexity but also creates openings for solutions by citizen letting hear their voice. Input from diverse stakeholders, particularly citizens, can provide valuable local knowledge that can improve project outcomes (Afzalan et al., 2017; Rambaldi et al., 2006).

Recent technological advancements have transformed citizen participation, making it more accessible through digital tools (Zhao et al., 2018). This shift toward digital participation coincides with the growing recognition of the importance of involving citizens in decision-making processes, particularly as urban challenges become more complex and intertwined with social and environmental issues (Albino et al., 2015). This raises the question of whether and how we can combine these elements for a more sustainable future and way of development.

1.1   Problem statement

Recently, there has been growing concern about the challenges surrounding effective public participation in urban development projects, particularly in the context of the new Environment and Planning Act in the Netherlands (Verheul, 2021). Rapid urbanization presents a significant challenge for achieving social sustainability in our cities. The constant evolution of urban environments often outpaces the ability of communities to participate meaningfully in shaping their spaces. This disconnect between development and citizen engagement leads to a lack of ownership and a diminished sense of belonging, ultimately hindering social sustainability and hindering the creation of stable and liveable urban areas. Cities need to turn sustainable solutions into action to effectively address climate change and enhance residents' quality of life (Evans & Karvonen, 2010). Although significant research has been conducted on the importance of public participation for improving urban planning processes, much of this literature focuses on government-led initiatives (Afzalan et al., 2017). What remains underexplored is the role of private developers in leading these participation efforts, despite the new legal requirements that mandate their involvement (Verheul, 2021).

Furthermore, with the increasing shift towards digital participation, there is limited understanding of how digital tools can be effectively integrated into these processes to enhance inclusivity and ensure that the input from citizens is meaningfully incorporated into planning decisions (Zhao et al., 2018). The process of integrating new solutions is dynamic. It relies on numerous players in the public and private sectors acting appropriately when necessary (Huovila et al., 2022). The complex nature of the building industry with individual projects that are often of a unique character, dominated by stakeholder negotiations, price competition and the risk of market failure, makes it difficult to be flexible in the implementation of emerging technologies (Beerepoot & Beerepoot, 2007). Current

research has yet to provide clear strategies for how private developers can navigate these changes, particularly in terms of balancing economic feasibility with the social sustainability goals that are integral to urban development.

This gap in knowledge is significant because, while the theoretical benefits of public participation are well-established, there is a lack of practical guidance on how private developers can implement participatory processes in ways that not only comply with legal obligations but also create value for both the community and the project's bottom line. Understanding how to operationalize public participation in real-world projects is crucial to advancing sustainable urban transitions, yet there is still much to learn about how to make these processes effective for liveability and social inclusion.
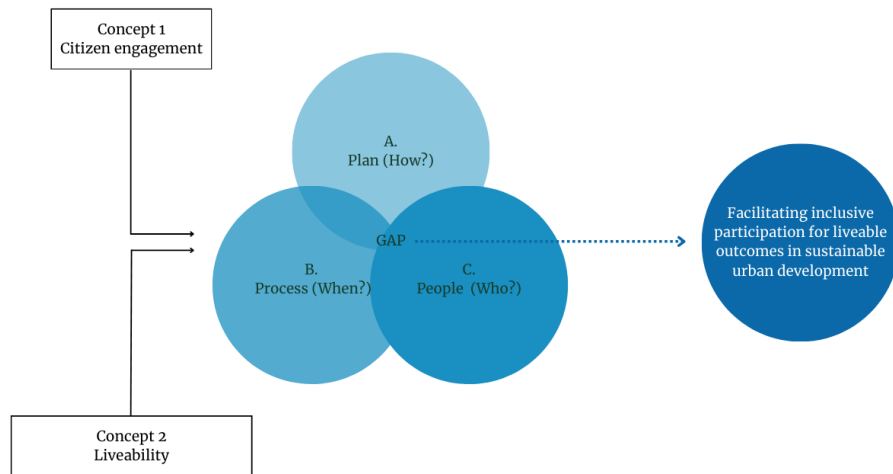
Figure 5. Conceptual model with knowledge gap (Own figure)

1.2 Research questions

Based on the previously identified academic gap and problem statement, the focus of this study is to combine recent research on (digital) participation and citizen engagement with the growing importance of liveability in urban area development. In order to achieve this goal, the following research question is formulated:

Main research question:

"How can citizen engagement strategies facilitate more inclusive participation for liveability in urban area development?"

The two main concepts derived from this question are Citizen Engagement and Liveability. The concepts will be analysed in the context of urban area development and social sustainability.

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Several sub-questions are made; these questions will help to get a better understanding of the subject and structure of the research. Combining the information gained from these questions, an answer can be given to the main question.

Sub questions

- **SQ1:** What are current approaches for citizen participation in urban area development?

- **SQ2:** What challenges or barriers are commonly encountered when attempting inclusive citizen engagement in area development?

- **SQ3:** How can specific citizen groups be better engaged to improve liveability outcomes in urban development projects?

- **SQ4:** What role do both digital and physical tools play in facilitating inclusive citizen engagement in urban area development?

1.3   Research goals & objectives

There is a growing demand for increased participation in urban development to improve citizen engagement. However, this often leads developers to express concern about an increased number of objections, the potential for unrealistic preferences to impact the project timeline, or the possibility of other delays. With the introduction of the new Environment and Planning Act, there is a greater need than ever to improve participation methods. By investigating how inclusive participation can be fostered through engagement strategies, the research intends to provide insights into how developers can effectively involve diverse groups of citizens, ensuring that urban projects are designed to meet the needs of the community while enhancing the overall quality of life in these areas.

1.4   Relevance

Societal relevance

It's important to research how citizens can be more involved in urban development projects. It makes cities more liveable, it ensures that projects are meeting community needs and, as a result, it improves urban liveability, fosters social cohesion, and aligns development with local preferences. This research provides practical insights for adapting engagement strategies to diverse contexts, supporting sustainable and responsive urban planning. These findings are useful especially for developing parties but also insightful for policymakers, planners and community organisations because they help create urban areas that reflect the actual aspirations and the well-being of residents.

Scientific relevance

It is of significant scientific importance to research citizen engagement in urban development. This is because there is a lack of understanding of the impact of public participation on urban liveability and community well-being. The research also contributes to the advancement of theories on the integration of public input into urban planning, as well as the provision of empirical evidence on effective strategies and methodologies for measuring engagement outcomes. Furthermore, this study bridges theory and practice, offering insights into when and how citizen participation works best, thereby informing future research as well as practical applications in urban development. The study enriches urban studies by demonstrating the benefits of citizen involvement, thereby contributing to more inclusive and sustainable urban planning practices.

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1.5   Research scope

This research focuses on residential urban area development in the Netherlands, specifically examining the integration of citizen engagement to enhance liveability in response to evolving urban challenges.

1.6   Dissemination and audiences

This research is for developers working on urban housing. It offers guidance on engaging local residents in planning and development. By encouraging inclusivity and participation, developers can create projects that reflect the community's needs and aspirations, enhancing liveability. These insights support the transition to sustainable, responsive urban environments. This research provides developers with tools to manage citizen engagement effectively and align their projects with regulatory and societal expectations.

1.7   Reading guide

Section I: Introduction

This section introduces the primary research topic and its significance in urban development. It outlines the key objectives, research questions and rationale behind the study, and highlights the significance of public participation and citizen engagement in creating liveable urban environments.

Section II: Theoretical Research

This section reviews literature on public participation, citizen engagement, liveability, and social sustainability in urban development. It offers a theoretical framework for understanding these concepts and how they interrelate.

Section III: Research Methods

This section outlines the research design, methodology, and data collection methods employed.

Section IV: Empirical research

This section presents the data collected during the research process. It includes an analysis of the results from surveys, interviews, or other methods employed in the study. The objective is to provide an impartial representation of the findings.

Section V: Results

This section presents the results of the empirical research and links them to the theoretical framework. It aims to highlight the implications for public participation and urban development.

Section VI: Discussion & Conclusions

The final section presents a synthesis of the research findings, outlining their overall implications. This section outlines how the results contribute to the field of urban development, particularly in relation to citizen engagement and liveability. Furthermore, the study considers its limitations and makes recommendations for future research or practical applications.

Section II

Theoretical Research

Citizen engagement

Liveability

(Urban) area development

Kijk op de Wijk

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2. Theory

Main concepts

The key concepts introduced in this study, will be elaborated further in the subsequent sections. The theoretical framework developed for this research is structured into four parts to clearly contextualize the study with relevant insights from scientific literature. The first section delves into the concept of public participation, providing an explanation of how it is understood and applied within the scope of this research. Following this, the focus shifts to the most commonly used methods of participation, the timing of these participatory processes, and the shift from traditional offline methods to the growing trend of online participation.

Additionally, the remaining concepts, liveability and urban development, are explored in relation to public participation, establishing connections to the core themes of the study. Finally, the framework discusses the "Kijk op de Wijk" method by an in-depth exploration, which serves as a starting point for developing a participatory strategy in this research.

2.1 Participation

The concept of participation is broad in scope, and takes on different forms depending on a number of variables including context and purpose. It is therefore not possible to provide a strict definition, which has led some to describe it as a vague buzzword or a catch-all term with unclear meanings (Morales-Guerrero & Karwat, 2020). As a catch-all term is not intended to convey any negative associations, the following section sets out how participation is viewed in the context of this study.

2.1.1 Definition(s) of participation

Public participation is a key aspect of stakeholder engagement, specifically designed to engage individuals, groups, and organisations – collectively termed stakeholders – who have a vested interest or potential influence on the outcomes of plans, policies, and programs. These stakeholders are those who may be affected by decisions and, conversely, can impact those decisions due to their positions or interests (Freeman, 2010). Active engagement processes facilitate public participation, enabling primary stakeholders to contribute meaningful input on decisions that affect them and foster a more inclusive decision-making environment. This approach is based on the premise that those affected by a decision should have the opportunity to contribute to its development (IAP2, 2024). To this end, structured methods of public participation are designed to directly engage community members, allowing their voices to be heard and seriously considered by decision-makers throughout the process (EPA., 2024). This not only helps to create more robust and inclusive policies, but it also helps to ensure that the outcomes are acceptable to both decision-makers and the public, reducing the potential for disputes or appeals and strengthening mutual trust (Hobma & Jong, 2022). By aligning decision-making with the needs and concerns of stakeholders, public participation can ultimately lead to more successful and sustainable projects and policies.

While 'public participation', 'public engagement' and 'public involvement' are terms often used interchangeably, Rowe and Frewer (2005) distinguish between these terms based on the flow of information. Their framework outlines three types of public involvement: Public communication, public consultation and public participation. In this research, public participation is defined as a two-way, interactive process, fostering dialogue and shared understanding between decision-makers and the public.

In democracies, such as The Netherlands, citizens are able to participate in decision-making through elected representatives, public participation is therefore a crucial part of the relationship between governments and citizens (Bryson et al., 2013). Given the fact citizens want to have a say in their environment, participation takes traction in the world of planning and development as well (Hobma & Jong, 2022).

Participation or citizen engagement

'Citizen' or 'civic' engagement is the active involvement of citizens in their community to improve conditions or influence its future. This broad definition includes activities like volunteering and public debates. 'Citizen participation' is a precise term used to describe a political strategy. Heller and Monahan (1977) defined it as "a process in which individuals engage in decision-making within the institutions, programmes, and environments that affect them" (p. 339).

Civic engagement and public participation are related concepts, but they emphasise different aspects of involvement in public decision-making. Public participation is a process whereby members of the public contribute input on decisions, usually facilitated by institutions or policymakers. This structured approach is frequently employed in government-led projects and other contexts where formal public input directly influences outcomes (Mueller et al., 2018). Civic engagement is a more expansive concept that encompasses a wider range of actions where individuals or communities contribute to societal issues, often outside the scope of formal government processes. Civic engagement encompasses the everyday actions individuals take to influence societal well-being and address community needs (Mueller et al., 2018).

In urban development and planning contexts, both civic engagement and public participation are essential for fostering inclusive and representative decision-making. Civic engagement is a process through which a community demonstrates active awareness and interest in its own development. Public participation provides the means for this engagement to impact tangible projects and policies. Together, they facilitate the active involvement of the public in decision-making processes, ensuring that their voices are not only heard but also have a meaningful impact on decisions that affect their lives.

2.1.2 History

Public participation has a deep-rooted history, particularly in urban planning and governance. It was originally developed with the aim of democratising decision-making and including citizens in the process of shaping policies that impact their lives. In the past, models of public participation were typically top-down, offering limited input from citizens. However, throughout the 1960s and 1970s, there was a growing demand for transparent and inclusive governance. This led to the development of frameworks that actively incorporated public voices and emphasised sustainability and collaborative decision-making with market participants. Edelenbos et al. (2001) note that the process of policymaking has evolved from a one-way, top-down approach to an interactive collaboration involving public institutions, civic society, and the private sector. This shift towards interactive governance emphasises the need for public authorities to engage with a variety of stakeholders, including citizens, other government entities and businesses, in order to create policies that are not only inclusive but also reflective of the diverse interests within society (Turnhout et al., 2010).

Arnstein (1969) pioneered citizen participation. Sherry Arnstein's 'Ladder of Participation', is one of the first models and therefore a foundational framework for understanding the spectrum of public involvement (figure X). Arnstein sees public participation as citizen empowerment. Her typology identifies eight levels of public participation in planning, each corresponding to a different level of citizen influence.

The initial levels pertain to non-participation and tokenism, whereas the higher levels signify citizen empowerment.
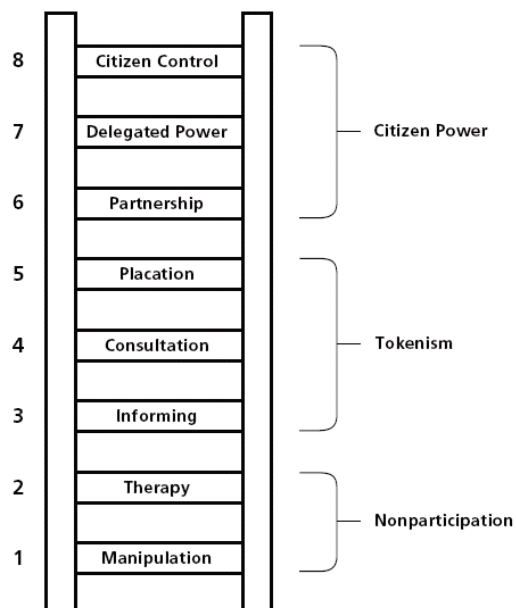
Figure 6: Ladder of Participation (Arnstein, 1969)

In the Dutch context, an adapted framework has been developed to reflect Arnstein's ladder of participation, using commonly applied instruments in policymaking (Edelenbos et al., 2001). The Dutch participation ladder is structured around five levels of engagement, based on the degree of interaction between stakeholders in the decision-making process. These levels are: informing, consulting, involving, collaborating and empowering.

- Informing: Information is provided to participants by administrators without their involvement in the decision-making process.
- Consulting: Administrators engage participants in dialogue, although the input gathered is not always incorporated into the final decision.
- Involving: Participants actively contribute ideas and address issues in a constructive manner. While administrators may consider these contributions, there is no obligation for them to implement them.
- Collaborating: Administrators and participants work together to identify issues and develop solutions. Should the requisite conditions be met, the solutions thus identified may be implemented by public administrators.
- Empowering: Participants are granted the authority to make decisions, while administrators primarily facilitate the process and subsequently implement the outcomes of these decisions.

Each of these levels is elaborated on later in this chapter, along with the corresponding means and methods of participation.

2.1.3 The Environment and Planning Act

The new Environmental and Planning Act (Omgevingswet) marks a significant shift in the landscape of public participation in urban development projects. The Environmental and Planning Act has replaced the previous Spatial Planning Act. The new legislation will combine the 50,000 former 'zoning plans' into 400 municipal Environmental and Planning Plans (Liebregts, 2020). Previously, before the introduction of the new Act, there was no obligation on developers to engage with the public. Public participation in urban development projects was largely at the discretion of municipalities. However, while there was no formal obligation for developers to engage with the public, many recognized the value of doing so. Both in terms of improving spatial plans and making the permit application process more straightforward by flagging up potential issues at an early stage.

Some municipalities even link financial incentives to the level of public engagement, indicating that participation can mitigate project risks and lead to more favourable financing arrangements. However, the lack of a standardized approach meant that the quality and extent of public involvement varied significantly across municipalities, often resulting in a disconnect between community needs and development initiatives. While municipalities may request evidence of public participation for permit applications, lack of community support cannot be the sole reason for rejecting an application.

The new Environmental and Planning Act has introduced significant changes to the way public participation is structured and integrated into the urban development process. This legal framework requires that participation be incorporated into all phases of project development, thereby establishing a more collaborative environment between developers, local authorities, and the community (Hobma & Jong, 2022). The Act introduces a standardised set of regulations that require structured public engagement, particularly for projects that require zoning changes. It is now a requirement for developers to submit comprehensive reports on their public participation activities, which are taken into account during the permitting process. While negative community feedback does not automatically result in the rejection of a permit, it is a factor that municipalities must consider alongside environmental impacts and project costs (Rijksoverheid, 2020). This shift towards a more formalised and collaborative approach to public participation has two main objectives. Firstly, it aims to enhance the quality of decision-making. Secondly, it strives to create urban developments that are more attuned to the needs and concerns of the community. This will ultimately lead to more sustainable and resilient urban environments.

2.1.4 Citizen participation process

The most common and important classification of participation methods was established by S.R. Arnstein (1969), as discussed in a previous paragraph. The modified version that's commonly used in the Dutch context, consisting of 5 levels has also already been discussed, with the notice of further elaboration. That modified version is given in figure 7, where an objective is also given for each level.

growing influence of the public →

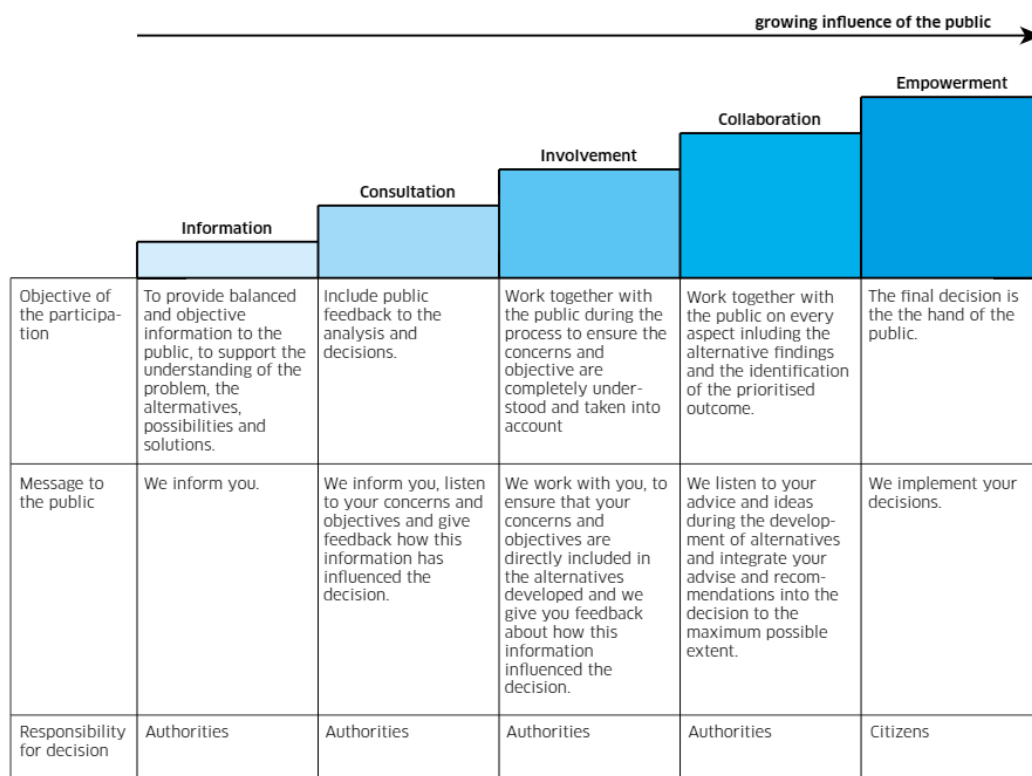|	Information	Consultation	Involvement	Collaboration	Empowerment
Objective of the participation	To provide balanced and objective information to the public, to support the understanding of the problem, the alternatives, possibilities and solutions.	Include public feedback to the analysis and decisions.	Work together with the public during the process to ensure the concerns and objective are completely understood and taken into account	Work together with the public on every aspect inluding the alternative findings and the identification of the prioritised outcome.	The final decision is the the hand of the public.
Message to the public	We inform you.	We inform you, listen to your concerns and objectives and give feedback how this information has influenced the decision.	We work with you, to ensure that your concerns and objectives are directly included in the alternatives developed and we give you feedback about how this information influenced the decision.	We listen to your advice and ideas during the development of alternatives and integrate your advise and recommendations into the decision to the maximum possible extent.	We implement your decisions.
Responsibility for decision	Authorities	Authorities	Authorities	Authorities	Citizens

Figure 7: Ladder of Citizen Participation (Stelzle & Noennig, 2019)

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Levels

The five-level framework for public participation has been adapted from the publications of the International Association of Public Participation (Stelzle & Noennig, 2019). In practice, a categorisation of four to five levels has proven to be the most effective way of capturing the range of detail necessary for accurately matching different methods to their respective contexts (Karsten, 2013). The framework progresses from information dissemination, which is a one-way communication process, to consultation, involvement and collaboration, which are two-way communication processes. The final step, empowerment, is still largely theoretical due to the lack of applicable methods within the field of urban development research. The accompanying graphic illustrates the responsibilities associated with each level: while the final decision rests with the authorities for the steps of information, consultation, and collaboration, citizens take charge of decision-making at the empowerment level (Akmentina, 2023).

Timing

In the context of urban development projects, the timing of public participation has a significant impact on the ability to influence design choices and project outcomes, as seen in figure 8. Engaging stakeholders at the outset of the planning process allows for a more proactive approach, whereby community insights and suggestions can be integrated into the design from the beginning. This early involvement can result in meaningful changes, as evidenced by instances where community input has led to enhancements such as improved safety features and more effective spatial arrangements. When participation occurs during the initial phases, it fosters a collaborative environment that can identify potential issues and address them before they become embedded in the project.

Conversely, if public participation is introduced at a later stage in the project timeline, the potential for significant changes is reduced. It is often the case that recommendations made during later phases, such as detailed design, face greater resistance due to existing commitments and constraints. While some suggestions made at a late stage can still be incorporated, they are likely to be less complex and less impactful than those made earlier on. This pattern highlights the importance of integrating participation at the earliest possible stage in the urban development process. By doing so, decision-makers can leverage community knowledge and priorities to shape projects in ways that enhance their viability and public support, ultimately leading to more successful outcomes (Weinstein et al., 2005).
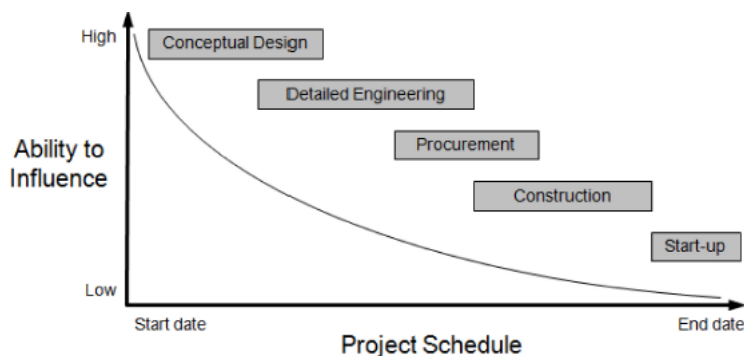

Figure 8: Project schedule versus ability to influence (adapted from Szymberski 1997)

Commonly used methods

This section will demonstrate how citizen engagement and thus participation is applied in practice and by which means and methods.

Public participation encompasses a variety of methods aimed at involving citizens in decision-making processes, each with unique characteristics and varying degrees of effectiveness in collecting feedback relative to the effort required. Among the commonly used methods, public opinion surveys, community panels, town hall meetings, citizens' juries, citizen advisory committees, and focus groups stand out, each presenting a distinct balance between the feedback they deliver and the effort they demand

It is important to note the correlation between the quality of the results produced by a given method and the time and effort expended in its application. 'Easy' or lower-effort methods often result in somewhat superficial outcomes. In contrast, more costly methods, which may require additional time, effort and possibly financial investment, can deliver higher-quality results or at least more in-depth input (GoVocal, 2024). The participation matrix below illustrates the most commonly used engagement methods according to the aforementioned values.
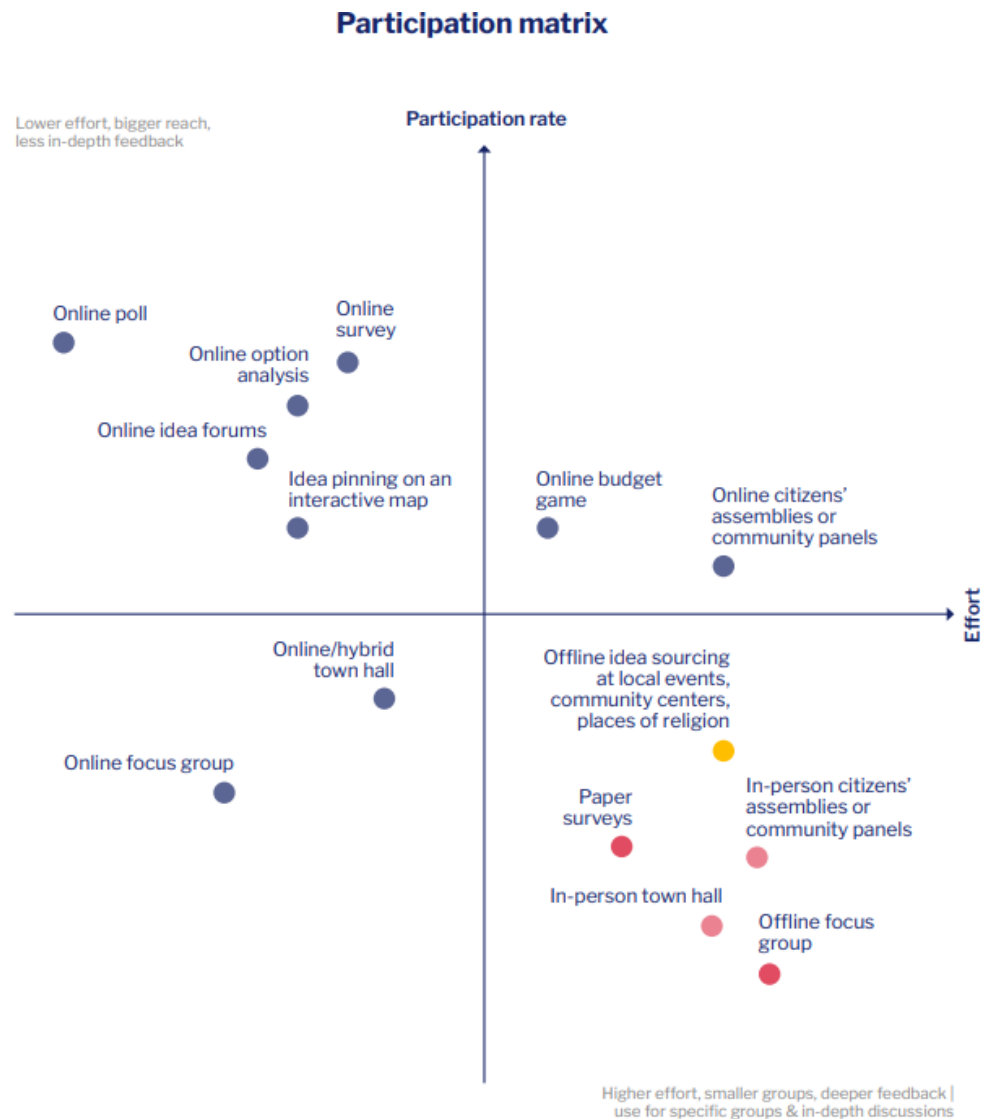

Figure 9: Participation matrix (GoVocal, 2024)

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Digital participation

Recent decades have seen a transformation in public participation processes thanks to advancements in technology, which have introduced new digital methods in line with the growing demand for more human-centred approaches to urban development (Ioannou, 2022). These digital tools facilitate collaboration and engagement, while also democratising decision-making, thereby making it more transparent and accessible to a wider audience (Afzalan et al., 2017).

The digital era has had a significant impact on public participation in urban development, overcoming traditional limitations associated with conventional participation methods. Digital platforms provide citizens with the opportunity to engage in the planning process regardless of geographic constraints, allowing for broader participation that transcends time and space limitations (Brown & Kyttä, 2014; Rambaldi et al., 2006). By way of illustration, online surveys, interactive mapping tools and social media campaigns can be used to reach a larger audience, thereby ensuring that the views of a diverse range of community members are heard. These tools facilitate real-time feedback, enabling planners to integrate citizen input more efficiently and effectively into the decision-making process.

Furthermore, digital public participation encourages a more inclusive environment by accommodating varying levels of engagement and offering flexible ways for citizens to contribute their opinions and insights. This transition not only enriches the quality of the feedback obtained but also fosters a sense of ownership among participants, leading to a greater shared responsibility for urban development outcomes.

2.2 Liveability

The pursuit of urban liveability has become a critical issue in cities around the world. In Germany, it is referred to as 'Lebensqualität', in Sweden as 'livskraftighet', while in the Netherlands, the term 'leefbaarheid' is used. In English-speaking countries, 'liveability' or 'livability' are more common (Kaal, 2011). Defining a liveable urban environment often resembles describing an ideal city. These environments are expected to be safe, have well-developed infrastructure, provide quality services, and demonstrate economic resilience and environmental sustainability. Together, these factors represent key principles in urban planning.

Local governments often use the term "liveability" when addressing issues such as petty crime, or when aiming to promote social cohesion and active citizenship. Housing associations refer to liveability to support gentrification projects, while social movements use the concept to advocate for environmental improvements and greater citizen participation in decision-making (Andersen H.T. and Kempen, 2001). The term can thus be deployed at many different levels and is subject to different interpretations in different contexts. From a conceptual standpoint, urban liveability is linked to problems on key spatial factors such as housing and infrastructure, which are essential for the well-being of urban residents (Kaal, 2011). It is about the qualities of a location that make it an attractive place to live, work and do business.

Liveability in the Netherlands

The Netherlands provides an ideal case study for examining the concept of liveability in this context. Although the notion of liveability is not a particularly Dutch concept, the Netherlands is notable for the diverse contexts within which this idea has emerged and evolved. Firstly, the concept of liveability has been a significant factor in urban policy-making since the late 1960s. For example, the Dutch Minister of Housing, Spatial Planning and the Environment published a report entitled 'Liveability through time', which evaluated policy on liveability between 1998 and 2008 (VROM, 2009).

Secondly, the concept of liveability has also been incorporated into the domain of local politics. During the 1990s, a number of new political movements emerged across several Dutch cities which identified themselves by the label "liveable". In cities like Utrecht and Rotterdam, both part of the Randstad and among the largest cities in the country, Leefbaar Utrecht and Leefbaar Rotterdam had a significant influence on the local political landscape.

"The Dutch attention for urban liveability should be seen against the background of an international outburst of studies on the negative impact of economic growth and modern functionalism on cities."
(Kaal, 2011)

Proponents of this critical approach to urban studies stressed the tension between 'growth' and 'liveability', particularly with regard to social cohesion and the environment, a tension between 'a city as a place to live' and 'the city as a locus for accumulation' (Evans, 2002, p. 9).

There are significant overlaps between the ideas of liveability and sustainability, as both emphasize the importance of fulfilling needs, promoting justice, and fostering solidarity with marginalized groups while ensuring a quality living environment. However, there are distinct differences as well; for instance, liveability often focuses on immediate concerns, while sustainability prioritizes long-term impacts (Van Assche et al., 2010).

The VORM Kijk op de Wijk initiative seeks to cultivate "better performing neighbourhoods" that resonate with residents. The concept of liveability is integral to this vision. However, liveability is a broad and somewhat ambiguous term. Generally, a liveable neighbourhood is characterized as sustainable, healthy, and vibrant—qualities that collectively contribute to social, societal, and economic well-being. The interpretation of these qualities often varies among designers and planners, influenced by their personal perspectives. Furthermore, the definition of liveability evolves over time, reflecting societal trends and values. A prime example of this is the perception of the once-celebrated tower blocks of the 1950s and 1960s, which were designed to create affordable vertical communities with ample public spaces. Today, these structures carry a very different connotation.

2.2.1 Social sustainability

The notion of urban sustainability has been the subject of ongoing research, with findings indicating that cities will not be truly sustainable unless they are considered high-quality places where people want to live (Jenks et al., 2000; R. Kennedy, 2010). As this could be seen as one of the definitions of liveability, it is useful for this research to further explain the relationship between sustainability and liveability. A small following section is then devoted to the link with sustainable urban development, to clarify the interaction between the concepts and their use in this research.

The term liveability usually refers to the current quality of life in a specific area, focusing on practical, tangible elements that affect day-to-day living.

Liveability and social sustainability are used interchangeably as liveability in area development is viewed through a long-term lens. Addressing not only immediate quality of life concerns but also broader, lasting social and environmental impacts. Liveability is categorized into five different concepts: Social equity, social inclusion, social capital, social cohesion, safety. Shown in Table 1.

Table 1: Social sustainability concepts

Concept	Main value	Variable
Social equity	The influence of the public in the decision-making process, contributes to their rights, opportunities and living conditions	Equal distribution Transparency
Social inclusion	Underrepresented groups are represented during the participation process	Representation Diversity
Social capital	The social relations within professional networks are strengthened by sharing knowledge during the process	Interaction
Social cohesion	The social connection in the neighbourhood in strengthened Public feels more connected to the neighbourhood	Interaction Attachment and belonging
Safety	The public feels secure to express opinion and to be in neighbourhood	Security

Sustainable urban area development

In the context of area development, liveability extends beyond the immediate or short-term experience often associated with the term and as preciously outlined. While liveability is traditionally understood as the quality of life or comfort experienced in the 'here and now' (de Haan et al., 2014), within urban development projects, it takes on a more prolonged significance. Area development encompasses long-term planning and growth, meaning that the lived experience of residents evolves over time as the space around them matures and adapts to new demands. As such, liveability in this context isn't a static measure but one that is sustained and enhanced throughout the lifecycle of the urban area. This longer-term view integrates both the present quality of life and its evolution in response to changing environmental, social, and infrastructural factors, thereby overlapping with sustainability principles.

How to measure liveability?

Table 2: Measuring liveability

Concept	Variable	Measures
Social equity	Equal distribution Transparency	Feedback given from developer during the process (open dialogue). Documentation or information of the process has reached the public.
Social inclusion	Representation Diversity	No exclusion of groups of the public based on age, nationality, education during the participation process.
Social capital	Interaction	Increase of informal contact between the public and developer through mutual support and help.
Social cohesion	Interaction	Increase of informal contact between the public through mutual support and help.
	Attachment and belonging	Desire to stay in the neighbourhood. Willingness to represent neighbourhood during process.
Safety	Security	Feeling of safety during daytime and nighttime increased after process. Daring and trusting to represent neighbourhood during process.

How to measure liveability?

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2.3 (Urban) area development

To understand how to improve neighbourhood liveability through inclusive participation, it is essential to first identify the spatial context in which this takes place. Consequently, the term 'urban area development' will now be defined.

Urban area development is the overarching term used to describe the comprehensive process of planning, designing, and implementing projects within urban settings with the objective of creating functional, sustainable, and liveable environments. There are different ways to describe and define urban area development, Zeeuw (2018) does as follows: "It is the art of connecting functions, disciplines, parties, interests, and money flows, intending to develop or transform an area.". This process typically encompasses multiple phases, including initiation, planning, realization, and evaluation. The importance of the coordination among various stakeholders or actors during the planning and realization phases of development will be discussed in a later paragraph.

The current approach to urban development is shifting from a supply-driven to a demand-driven paradigm. This transition prioritises end users' needs and preferences. This aligns with Jane Jacobs' perspective from the 1960s. Jacobs highlighted the importance of seeing cities as collections of people rather than as mere physical structures (Jacobs, 1961).

Redevelopment

Historically, urban redevelopment has concentrated on economic and environmental sustainability (Elkington & Rowlands, 1999; Heurkens, 2012). However, since the 1990s, there has been a growing emphasis on social sustainability within redevelopment projects, reflecting the importance of social values for the creation of vibrant, inclusive communities (Chan et al., 2019). By prioritising social values, urban redevelopments can foster a stronger sense of community, improve the wellbeing of local residents and enhance the physical environment, thereby promoting social cohesion in the area. This approach emphasises the value of redevelopments that address not only economic and environmental concerns, but also enhance liveability by strengthening community ties and integrating social needs of residents. The objective of this research is to examine how engagement strategies in urban (re)development can contribute to socially sustainable and cohesive urban environments.

2.3.1 Phasing

The management and exploitation of a project are crucial stages in the development of any area. The phases of area development are as follows: initiation, planning and realisation, management, and, if necessary, redevelopment. During the area development process, an area undergoes a transformation to accommodate new functions, with recent decades seeing a shift from agricultural use to housing, business activities and/or facilities.

- Initiation: This phase entails identifying development pressures and opportunities within the area, assessing existing conditions, and determining the scope of potential changes.
- Planning Detailed plans are formulated during this phase, taking into account various factors such as zoning, infrastructure, and community needs. It is vital to engage with stakeholders, allowing them to provide input from a resident and other interested party perspective.
- Realization: This phase encompasses the actual implementation of development projects, including construction and the transfer of completed developments to users. It requires coordination among various actors, including developers, contractors, and local authorities.
- Evaluation: The final phase entails evaluating the results of the development, measuring its impact on the community, and confirming that it meets the intended objectives of enhancing liveability and functionality.

There are various models that illustrate the cyclical nature of area development, often through a timeline or a circulation diagram. The model used in this study is presented below. This model will subsequently serve as a foundation for the design of a citizen engagement plan, indicating the optimal timing for participation across the entire process.
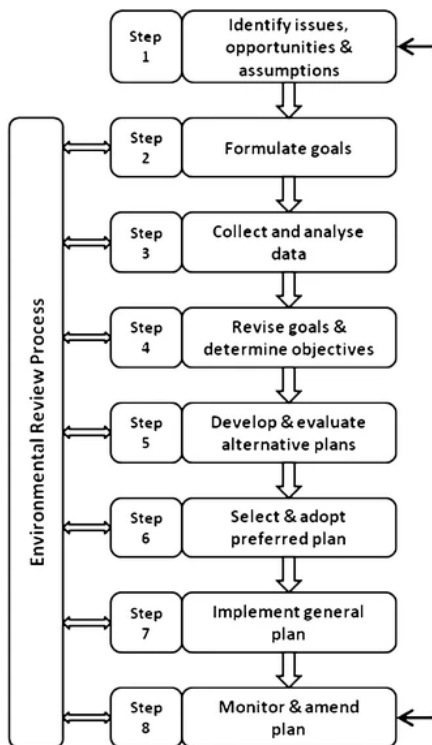

Figure 10: Rational urban planning process (modified from Berke et al. 2006)

2.3.2 Actors

Once the how, where and when are explained, differently worded, the spatial context is set and it is clear what engagement, participation and liveability entail, it's important to zoom in on the 'Who'. The actors, in this research mainly: The developer and citizens.

In urban development, developers and future inhabitants play key roles. The developer leads urban projects, drawing on expertise in land use, planning and construction. They create value through economically viable projects that meet market demands, often in alignment with broader sustainability goals. By investing capital and resources, developers control many decisions about land use and functionality.

Local residents contribute social capital to the process. They may not have formal authority, but their embeddedness and social connections provide invaluable insights into neighbourhood needs. These residents understand the area's character and use their networks to influence others. Local inhabitants are often unfamiliar with formal political channels, which makes involving them in planning processes challenging. When local residents are empowered, their sense of agency fosters trust and a collaborative relationship with developers and public authorities. Such collaboration strengthens the social fabric of the area and ensures that development outcomes are more aligned with the community's needs.

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2.3.3 Public space

In this research, the term 'urban area developments' refers to multi-building projects within city areas that incorporate a range of functions and include shared public spaces between structures. The design of public spaces is of critical importance in enhancing the quality of life for residents, as it shapes how they interact, move, and connect within the neighbourhood. Communal areas contribute to the overall quality of life by providing opportunities for social interaction, recreation, and a sense of community. Therefore, the thoughtful design of public spaces is a key component in creating urban areas that are both functional and welcoming, in line with the goals of urban area development and the concepts of social sustainability.

2.3.3 Public space

2.4 Kijk op de Wijk

Kijk op de Wijk is a methodology developed to include the interests and insights of citizens in planning to improve liveability in development projects. Why am I devoting part of my research to this is the question? Well, it was, and still is a big part of my research and it also had a big influence on my topic transition. VORM is the implementing party working with this methodology. When I started my graduate research at VORM, the focus of the research was still on the use of Urban Living Labs in sustainable transitions. Since this methodology was formerly named differently, namely VORM Living Lab, this fitted well with my research and allowed me to tie in with the work at VORM (interview Mo). Eventually, my research took a different turn but the content still connects, perhaps even better, to the Kijk op de Wijk method.

Furthermore, testing Kijk op de Wijk against both the advice for Piekstraat and the participation strategy to be developed at the conclusion of the research could prove beneficial to both my research and to VORM. Kijk op de Wijk can serve as a foundation upon which a strategy or roadmap for (phygital) participation in development projects can be constructed. For this reason, it is of particular importance that the methodology is transparent to the reader, as it constitutes a fundamental aspect of this research project.

In order to provide further insight into the method adopted in this research project, the following section will present additional information on the method's origins, its objectives, its approach to participation and its deployment during the development process.

2.4.1 Methodology

The explanation of the Kijk op de Wijk methodology uses words that can be defined in a multitude of ways, which could potentially lead to ambiguity. Therefore, an attempt has been made here to describe this methodology using the correct terminology. This begins with the term 'methodology', which will be explained in greater detail later on.

In the field of development, effective collaboration with key stakeholders, frequently involving large entities such as municipal authorities or housing corporations, is a fundamental practice. A core value of the Kijk op de Wijk methodology is the recognition that the most crucial stakeholder, the resident or citizen, is often overlooked yet remains a vital voice that must not be neglected (#7. KodW). The Kijk op de Wijk methodology was developed with the specific intention of addressing this issue in an innovative manner. The primary objective is to develop concepts for successful neighbourhoods that align with the desires and expectations of residents and stakeholders. In light of this line of reasoning, Mo also refers to the methodology as "development without a developer". This phrase is inspired by Bernhard Dudofsky's book "Architecture without Architects".

The Kijk op de Wijk methodology represents a shift in focus from a theoretical approach to a practice-based approach to project development. This new approach emphasises active participation as a central strategy for achieving more effective and better functioning neighbourhoods. While participation is not currently a standard component of all development processes, its incorporation has become a mandatory element with the enforcement of the Environment Act. Kijk op de Wijk hopes to enable developers to incorporate participation as a fundamental element of the development process.

Kijk op de Wijk can be divided into four phases, each of which provides valuable insights for optimising public space. While the phases can be applied independently, an integrated approach generates the most optimal outcomes, with each phase enhancing the subsequent phase with new, relevent information. The method can be applied once within a development process, or it can be employed iteratively, providing continuous opportunities to evaluate, improve and monitor liveability within a neighbourhood.

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Terminology

If I were to be requested to provide a description of the methodology employed by Kijk op de Wijk following my involvement with Vorm, I would suggest that it is an example of a Living Lab approach, which through an iterative and innovative method, using different tools during different participatory phases engages citizens within development projects.

There are numerous ways to describe design processes, or systems. In the literature, different terminologies have been used to refer to these, including approach, methodology, method, procedure, and technique (AMMPT). These five terms are frequently used in an interchangeable manner. To keep clear that these five terms have distinct meanings, they should be used accordingly, the following framework (Figure 11) provides guidance (Andiappan & Wan, 2020).
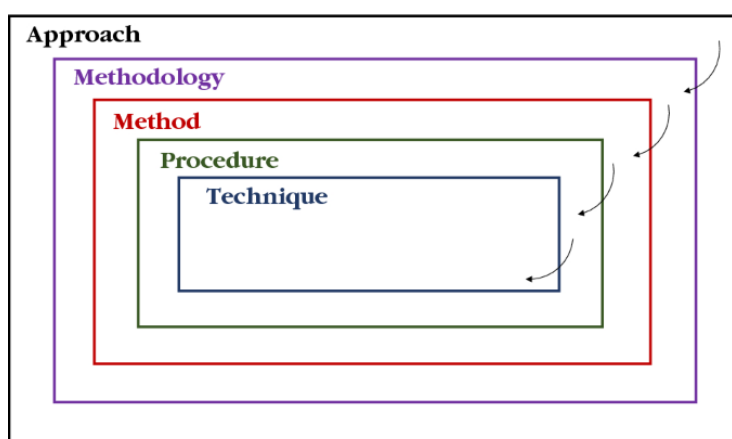
Figure 11: AMMPT (Andiappan & Wan, 2020)

The following definitions are provided for the AMMPT terms:

- Approach: a broad, overarching framework or perspective for addressing a problem or topic
- Methodology: a system of methods used in a specific area of study or activity
- Method: a particular form of procedure for accomplishing or approaching something
- Procedure: a sequence of actions or steps to be followed in order to accomplish a task
- Tools & Techniques: a physical or digital instrument, software, or material used to implement a method or execute a procedure.

In this study, the terms will be used to describe Kijk op de Wijk and other systems in accordance with their established definitions.

2.4.2 Phasing

Kijk op de Wijk consists of four procedures:

1. The Buurtvisievormer (Neighbourhood Vision Maker)

Buurtvisievormer is a tool that maps out the qualities and opportunities of a neighbourhood based on publicly available data. This offers insight into the neighbourhood's static score on a number of key points on a dashboard, which are divided into customer values: liveable, affordable, sustainable and smart.

2. The Buurtpeiling (Neighbourhood Poll)

As public data does not provide a comprehensive picture, the Buurtpeiling (Neighbourhood Poll) offers insights that are more nuanced than those provided by the Buurtvisievormer alone. The citizens are provided with straightforward statements regarding their local area via an app. The survey results yield a validated picture, providing an overview of the current situation in the neighbourhood and the needs of its residents. From this overview, the key areas for improvement can be identified. The way in which we respond to this issue through the design of public spaces is set out in the Buurtformule.

3. Buurtformule (Neighbourhood Formula)

The Buurtformule database contains proven patterns of quality-of-life indicators, which are organized into five overarching themes: identity, social safety, social cohesion, inclusivity, and well-being. This represents the fundamental basis of the Kijk op de Wijk methodology, thereby distinguishing it from other development methodologies. The aforementioned quality of life patterns serve to translate the five themes into concrete design resources. The patterns were developed following an archival study and ethnographic research in ten neighbourhoods in the Netherlands. This involved desk research, critical observation on location, and conversations with residents. The research method draws inspiration from the Habitat Bill of Rights and the seminal work of Christopher Alexander, which was conducted in the 1970s. At present, there are 25 established patterns, with the objective of reaching 100 patterns through continuous research.

4. Buurtpanel (Neighbourhood Panel)

The patterns identified in the Buurtformule are used as the basis for the final tool, the Buurtpanel. This is an application designed in the style of an interactive game. Local residents and other interested parties can indicate their preferences regarding the elaboration of quality of life patterns in a neighbourhood. The Buurtpanel thus allows respondents to indicate their direct desired improvements to their neighbourhood.

The combination of the Kijk op de Wijk processes and tools provides a well-founded and reasoned basis for future neighbourhood development, drawing on both the developers insights and those of the end user.
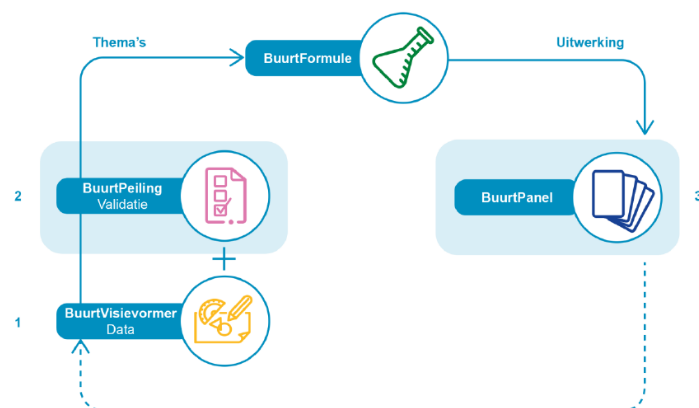

Figure 12: Methodology cycle Kijk op de Wijk tools

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2.4.3 User manual (developer)

Themes

The broad concept of liveability is outlined in five themes: identity, social safety, social cohesion, inclusiveness and well-being. These themes serve as the foundation for the observed patterns of liveability in this study. It is essential to recognise that individual perceptions of these topics vary. Liveability is a subjective concept, and its impact on individuals may differ. A very brief summary of the themes:

- Identity: focuses on fostering a sense of recognition and pride in a neighbourhood by creating a distinct and familiar environment, enhancing residents' connection, responsibility, and ownership.
- Social safety: emphasizes creating a balanced living environment where visibility, social control, and privacy foster a sense of security, with public spaces designed for both openness and seclusion.
- Social cohesion: focuses on fostering community spirit by creating meeting places and encouraging shared activities, promoting social interaction and cooperation among residents, with varying impacts based on resident types.
- Inclusiveness: ensures that neighbourhoods provide equal opportunities for all residents by creating accessible public spaces for individuals of varying physical, mental, and age-related needs, promoting full participation in public life.
- Well-being: focuses on enhancing comfort in a neighbourhood through thoughtful design of natural spaces and facilities, such as parks and cycle paths for exercise, and quiet areas like gardens and benches for relaxation and tranquillity.

Sub-themes

12 subthemes from literature

Studied projects

The Buurtformule study examined ten projects of varying scale and character. These ranged from developments of less than a hundred homes to an entire neighbourhood, and included both highly urban and suburban contexts. VORM was responsible for the development of exactly half of the projects. In order of scale, from the smallest to the largest, the following projects are presented:

Table 3: Case studies Kijk op de Wijk

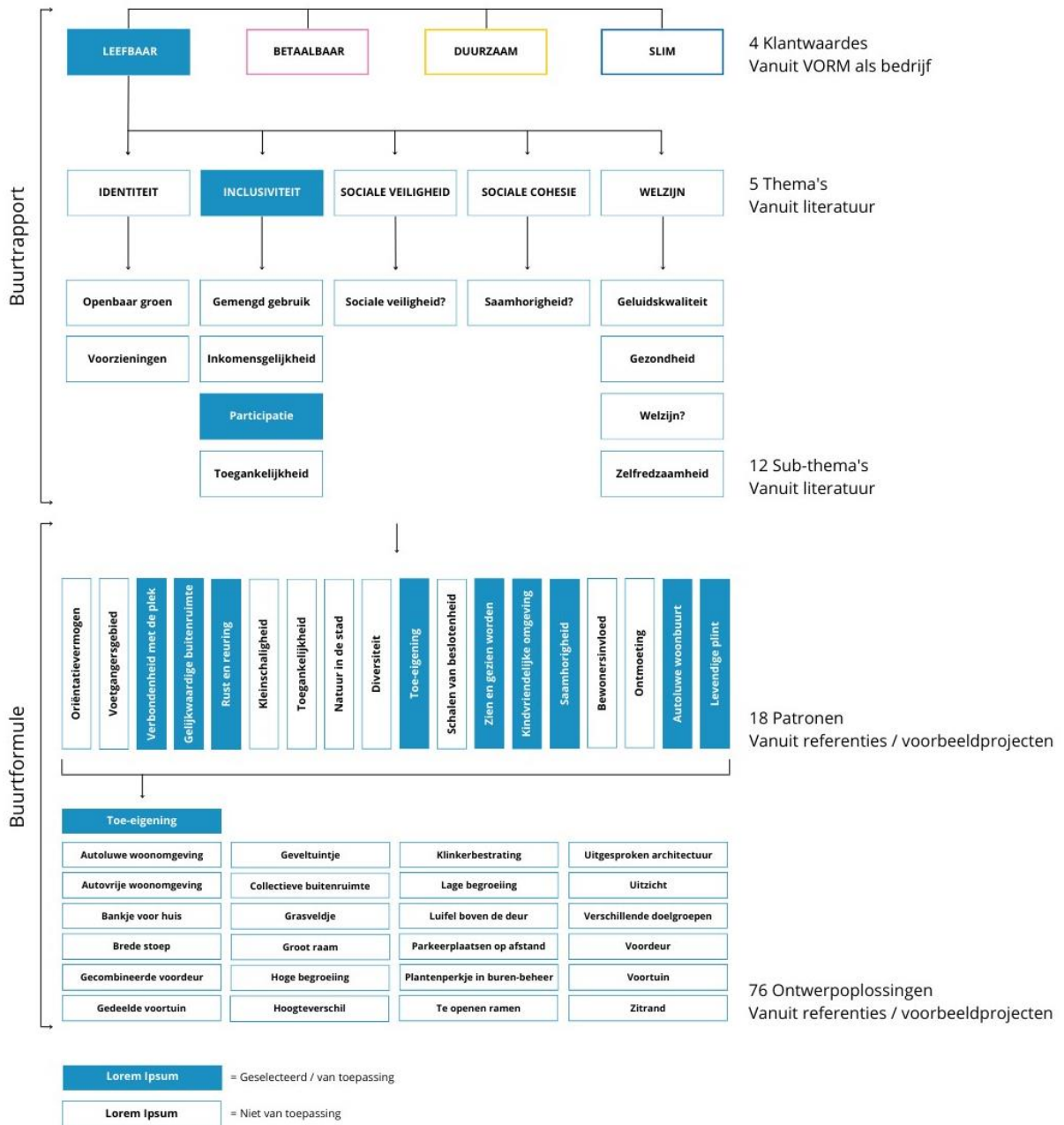| VORM	Other
• Tuinhof Blaucapel, Utrecht • Veemarkt, Utrecht • Thorbeckeplein, Alphen aan den Rijn • Havenkwartier, Sliedrecht • Defensie-eiland, Woerden	• Le Medi, Rotterdam • Het Funen, Amsterdam • GWL-terrein, Amsterdam • Agnetapark, Delft • Strijp-R, Eindhoven

Figure 13: Kijk op de Wijk terminology (Own figure)

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2.5 Conclusion

In conclusion, **public participation** and **citizen engagement** are essential to effective urban development, enhancing both decision-making and residents' sense of ownership and responsibility. By empowering citizens to exert a tangible impact on their immediate environment, these practices foster a more inclusive, diverse, and equitable urban landscape. **The concept of liveability** is a key factor in this process, and is enhanced by public participation which incorporates local knowledge and priorities into the design of physical spaces. This alignment with community needs creates spaces that reflect the values and aspirations of current and future residents, leading to tangible improvements in both the urban landscape and social fabric.

Social sustainability is a key consideration, and public participation and inclusive urban development are vital to enhance community well-being, build social cohesion, and raise awareness of sustainable lifestyles and healthy habits. Furthermore, it contributes to the socio-economic development of residents, thereby broadening the benefits of urban projects. The integration of social sustainability and participatory principles into urban development ultimately results in the creation of resilient, liveable urban spaces. Involving all stakeholders from the outset guarantees that the development is aligned with the community's needs, thus laying the groundwork for sustainable, long-term urban growth.
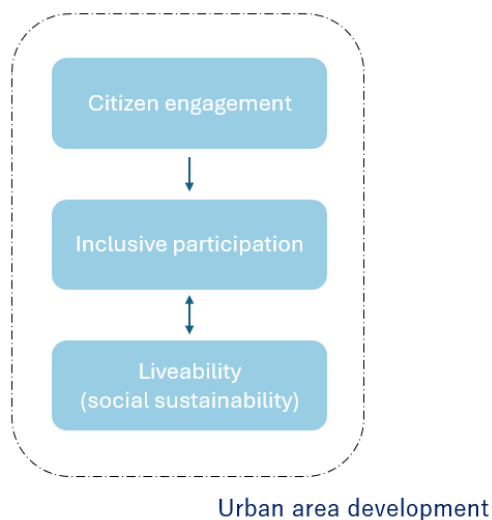
Figure 14: Theoretical framework (Own figure)

Inclusive participation

So, what is the distinction between inclusive participation and citizen engagement?

The term **citizen engagement** refers to the process by which individuals or communities are involved in decision-making processes that affect their local environment, governance, or public services. Often, engagement lays focus on ensuring that people are connected and interested, not necessarily directly involved in decision-making.

Inclusive participation ensures all community groups can be involved and actively participate in decision-making. This removes barriers preventing effective participation. These barriers can be linguistic, physical, digital, or socio-economic.

So, citizen engagement is about creating opportunities for residents to be connected and interested in decision-making. While inclusive participation ensures that these opportunities are equitably accessible to all community members, including those who are typically marginalized or disadvantaged.

Section III

Research Methods

Research design

3. Research design

The research introduction presented the main research question and its sub-questions, which were formulated through an iterative process according to the findings of the literature review and vice versa.

Figure 15 presents a simplified research design that was developed to address the main- and sub-questions to this research issue. It provides a visual summary of the research methodology used, including a literature review, exploratory interviews, case studies (including in-depth interviews) and a survey.
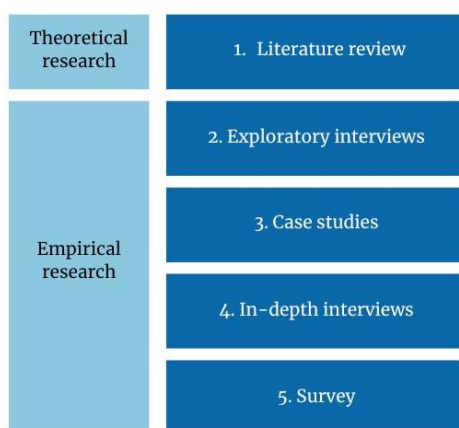
Figure 15. Simplified research design (Own figure)

The following section outlines the research design. The research comprises two distinct components: theoretical research, presented in Section II, and empirical research, presented in Section IV.

3.1 Research strategy and design

This study adopts a qualitative research strategy to explore how citizen engagement in area development projects can contribute to liveability outcomes. Qualitative research is well-suited for investigating the real-life dynamics and contextual factors, in this research, influencing the relationship between citizen participation and liveability (Eriksson et al., 2008).

The research design follows a multiple case study approach, examining two area development projects: the Defensie-eiland case and the Piekstraat case. The Defensie-eiland project, which has already involved citizen engagement strategies, serves as the primary case study. The Piekstraat case, with different socio-economic characteristics, is then used to verify the lessons learned from Defensie-eiland and understand the conditions under which they may be applicable.

The research will employ both deductive and inductive approaches. The study will begin with a review of existing theories and concepts related to citizen engagement, liveability and urban area development, followed by an exploration of new perspectives and trends that emerge from the empirical data collected from the Defensie-eiland and Piekstraat cases.

Based on the in-depth analysis of the Defensie-eiland case, the research will provide an advice for the development of the Piekstraat area, focusing on how to effectively integrate citizen engagement to enhance liveability outcomes. This case study methodology aligns with the exploratory and descriptive nature of the research questions, aiming to contribute to both theoretical and practical knowledge in the field of citizen engagement and sustainable urban development. Figure 3 shows an overview of the research design framework.
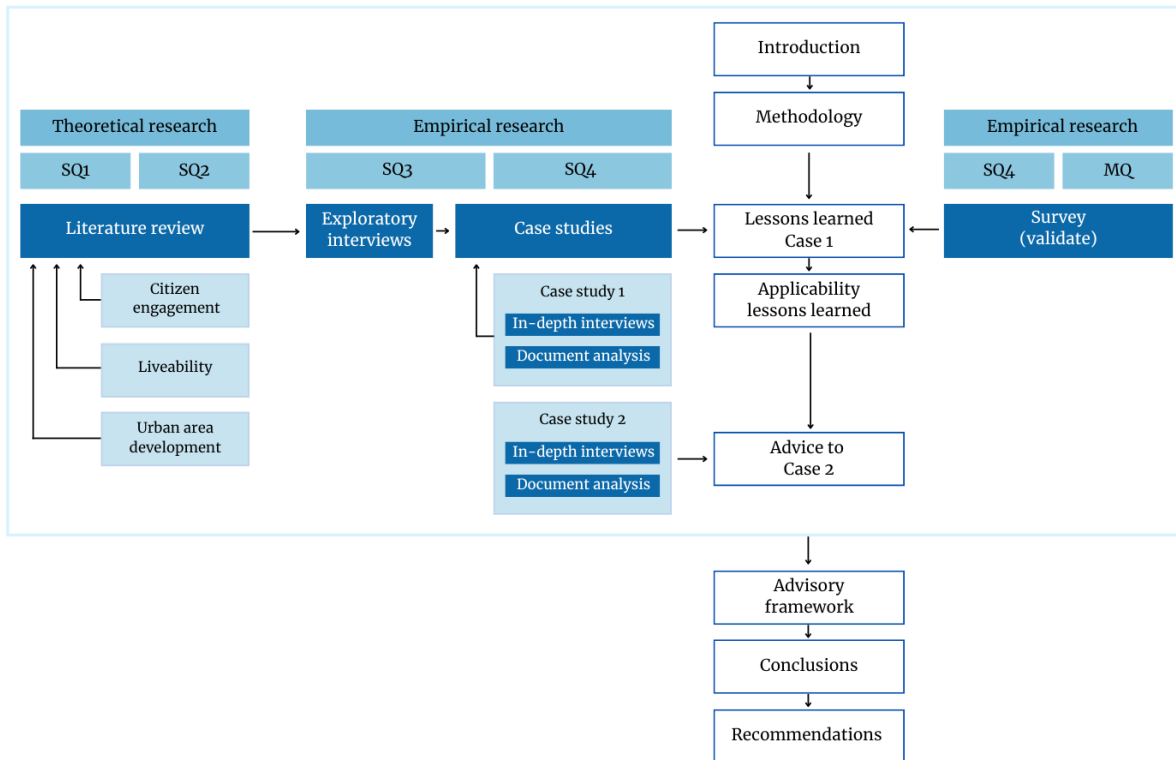
Figure 16. Research design (Own figure)

3.1.1 Theoretical research

A comprehensive literature review was conducted to establish a theoretical foundation, focusing on citizen engagement strategies and their application in urban settings. The research explored the spectrum of citizen participation, from information sharing to empowerment, and the distribution of responsibility and risk among stakeholders during different project phases. The theoretical studies provided a solid foundation for the analysis of case studies, Defensie-eiland and Piekstraat, which are the primary focus of the research. The findings were interpreted based on the insights gained from the literature review, which informed the development of research questions and data collection methods.

3.1.2 Empirical research

This study uses a multiple case study design to examine the relationship between citizen engagement strategies and liveability outcomes. The research will begin with exploratory interviews to understand key concepts, challenges, and contextual factors related to citizen engagement and liveability in area development projects. In-depth case studies will be conducted on two area development projects, the Defensie-eiland case and the Piekstraat case, using semi-structured interviews and a citizen survey. The aim is to provide a rich, contextual understanding of the relationship between citizen engagement and liveability in area development. The comparative analysis of the Defensie-eiland and Piekstraat cases, combined with the insights from the citizen survey, will strengthen the validity and generalizability of the findings, ultimately informing more effective strategies for enhancing liveability through citizen participation in urban development initiatives.

3.2   Case study selection

As explained before, two cases are selected to employ a (multiple) case study research. Defensie-eiland is the 'primary case', for which the most elaborate (empirical) research will be conducted because the project has almost been completed and therefore has the most information available. The conditions under which the lessons learned from Defensie-eiland are applicable are verified by means of applying them to another socio-economic area: the Piekstraat area.

Defensie-eiland is chosen as the primary case for extracting lessons learned because of the following reasons:

> The project...
>
> ...represents an area development project that has already implemented citizen engagement strategies.
>
> ...development of the area is almost entirely finished, therefore a lot of information on the citizen participation process will be retrievable.
>
> ...is award nominated and considered a successful example of socially sustainable area development, therefore lessons learned from this case can be applied.
>
> ...has been transformed from vacant/not in public use to a vibrant social housing area.

Piekstraat is chosen as the case for which the advice will be written because:

> The project...
>
> ...represents an area development project that is yet to be implementing a citizen engagement strategy.
>
> ...development of the area is still in an early stage, therefore the advice can still be used during the development.
>
> ...aims to revitalize an underutilized area, presenting an opportunity to incorporate citizen engagement strategies to enhance liveability outcomes.
>
> ... carries the same objectives on the one hand but different challenges than Defensie-eiland on the other, allowing lessons learned to be tested in this area.

Although both areas can be classified as former industrial sites undergoing urban redevelopment, in itself the areas are sometimes different. Both areas are located in different cities, but the nature of the industries the areas used to house differ.

The Defensie-eiland area in Woerden was previously a military site, housing various defence-related facilities and operations. On the other hand, the Piekstraat area in Rotterdam was part of the city's historic docklands and maritime industry, serving as a hub for shipping and port activities.

Despite their shared industrial heritage, the specific characteristics and histories of these areas vary. The Defensie-eiland project involved the transformation of a site dedicated to military purposes, while

the Piekstraat development aims to revitalize an area that was once a thriving centre of maritime trade and commerce.

These differences in the areas' previous uses and functions may have influenced the approach to citizen engagement and the liveability considerations during the redevelopment process. For instance, the concerns and aspirations of the local communities in each area could have been shaped by the distinct histories and legacies of the military site and the docklands, respectively. Therefore, these differences will be researched in the following sections of the research.

3.2.1 Defensie-eiland

The Defensie-eiland project is a significant urban development initiative in Woerden, transforming a former military site into a mixed-use urban area. The project emphasizes citizen participation throughout the project, from concept to construction. This aligns with the principle that citizens should be involved in planning their local area's future. Woerden's municipality has engaged the local community through various citizen engagement strategies, ensuring their needs, concerns, and perspectives are considered during the decision-making process.

The project aims to transform the former military site into a vibrant, mixed-use urban area that enhances the liveability and sustainability of the surrounding neighbourhood. The redevelopment will likely involve the creation of new public spaces, amenities, and infrastructure that cater to the needs and preferences of local residents.

By successfully integrating citizen participation, the municipality has demonstrated a commitment to inclusive and community-driven urban development. This approach is expected to contribute to the long-term acceptance, ownership, and positive impact of the new urban area on the local community's quality of life and overall liveability. The Defensie-eiland case provides valuable lessons on engaging citizens in large-scale area development projects, ensuring the resulting urban transformations align with the needs and aspirations of the people who will inhabit and use the new spaces and facilities.

3.2.2 Piekstraat

The Piekstraat project is a residential development located in the Feijenoord district of Rotterdam. The project aims to transform a former dockland district into a new residential neighbourhood. The first phase of the project involves the construction of a residential tower, with plans for additional phases to further develop the area.

The area has "real potential" and is an up-and-coming neighbourhood in Rotterdam. This implies that the development may aim to cater to the needs and aspirations of the local community. The Piekstraat project represents an effort to revitalize and redevelop a former industrial area of Rotterdam into a new residential district. By transforming this underutilized part of the city, the project has the potential to enhance the overall liveability and attractiveness of the Feijenoord neighbourhood.

Overall, the Piekstraat development appears to be a significant urban transformation project for Rotterdam, with the opportunity to incorporate citizen engagement strategies and address the liveability needs of the local community.

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3.3   Data collection and analysis

As indicated earlier in figure 3, the research will be based on literature combined with observations and evaluations from case studies, interviews and a survey. This indicates that the empirical research method will be used in this thesis (Galvan, 2019). The primary source of data is a case study research based on the findings from two area development cases based in The Netherlands. The detailed presentation of the framework for data analysis will be provided in the following chapter. To validate the findings, the exploration of citizen engagement for liveability in area development relies on a triangulation of different approaches for data collection, specifically, data source triangulation is utilized, which involves corroborating the collected data from interviews with other sources or case documents as described in the following. The research will consist of the following parts:

Exploratory Interviews: The study begins with a set of exploratory interviews to gain insights into the key concepts, challenges, and contextual factors related to citizen engagement and liveability in area development projects.

Case Studies: Two in-depth case studies are conducted in the context of area development projects: the Defensie-eiland case and the Piekstraat case. The case studies involve documentation analysis and in-depth interviews with various stakeholders involved in the decision-making process, such as residents, planners, developers, and community organizations.

Survey: A survey is administered to residents of the Defensie-eiland case to explore their experiences and perceptions of the citizen engagement process and its impact on liveability outcomes.

To strive for validity, the data collected from interviews in the case studies is triangulated with other statements or case documents.
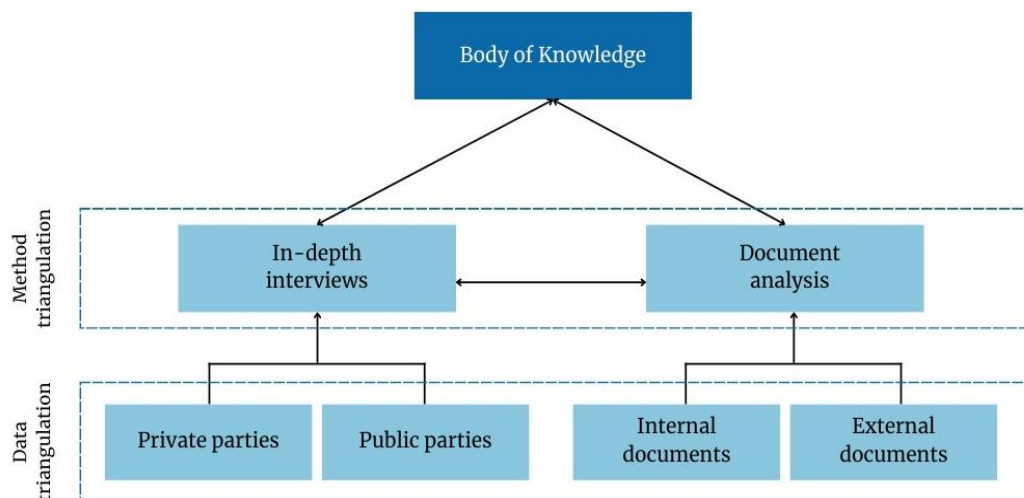

Figure 17. Triangulation, based on Carter et al. (2014)

This data source triangulation approach ensures that the findings are supported by multiple sources of evidence, enhancing their credibility and reducing potential biases or limitations associated with relying on a single data source.

3.3.1 Desk research; Literature review

Background material is gathered during a literature review to provide a solid foundation and verify that the correct definitions are used in the research. The literature review is also used as main method to gather relevant context and background information for the following stages. It involves using broad concepts and keywords relevant to the research problem, and is conducted on platforms like Google Scholar, TU Delft repository, and Scopus. The 'snowballing' process is employed to analyse reference lists for more related articles, and articles are categorized in EndNote for easy retrieval.

The literature review aims to provide background information on the main concepts used in the research, state the problem clearly, develop the research method, and identify preliminary interview participants for the data collection technique, discussed in the next part.

3.3.2 Exploratory interviews

The exploratory interviews served as a valuable tool for gaining a better understanding of the chosen cases for this research. Table 4 shows the list of interviewees. By conducting open-ended interviews with experts familiar with the Defensie-eiland and Piekstraat cases, contextual information and insights that complemented the findings from the literature review could be gathered. The exploratory interviews allowed for the following:

Conducting the interviews prior to the case studies enabled confirmation that the Defensie-eiland and Piekstraat cases are suitable and relevant examples for exploring the relationship between citizen engagement and liveability in area development projects. The insights gained from the exploratory interviews also helped to ensure that the subsequent case study investigations were well-informed and targeted towards addressing the research objectives.

Table 4. List of interviewees, exploratory interviews

Interviewee	Case	Organisation	Function
I	Defensie-eiland	VORM ontwikkeling	Development manager / Project leader
II	Piekstraat	VORM ontwikkeling	Project developer

3.3.3 Case studies

For this research, two case studies have been selected: the Defensie-eiland project in Woerden and the Piekstraat development in Rotterdam. These cases were chosen based on their relevance to the research objectives and their potential to provide valuable insights into the relationship between citizen engagement and liveability outcomes in area development projects.

The Defensie-eiland case represents an area development project that has already implemented citizen engagement strategies throughout its transformation from a former military site into a mixed-use neighbourhood. The Piekstraat case, on the other hand, is an ongoing development that aims to revitalize a historic dockland area, providing an opportunity to explore how lessons learned from Defensie-eiland can inform the integration of citizen participation.

These case studies serve as a means of collecting qualitative data through the examination of documents and case findings. To examine real-world instances of citizen engagement approaches and their impact on liveability, this research opted for a comparative case study approach. Using a multiple-case research approach allows for the comparison of differences and similarities between the Defensie-eiland and Piekstraat cases. This method provides insights into specific situations and across different urban contexts. The findings from the literature review can be tested and applied to these case studies.

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3.3.4 In-depth interviews

The study involves semi-structured interviews with multiple actors from the different cases, shown in Table 5. Approximately four interviews will be held for each case, resulting in approximately 8 interviews in total, chosen by means of purposive sampling. At least one interview must be held with a key members of the core management team and then additional stakeholders to understand the motivations, collaborations, and challenges faced during the projects. The remaining interview is with the developer from VORM who developed the Kijk op de Wijk method, what results are to be obtained from that interview is yet to be decided.

Table 5. List of interviewees, in-depth interviews

Interviewee	Case	Organisation	Function	Code
1.	Defensie-eiland	Blauwhoed	Project developer	#1. Def
2.	Defensie-eiland	VORM ontwikkeling	Development manager / Project leader	#2. Def
3.	Piekstraat	Skateland	Entrepreneur/landowner	#3. Piek
4.	Piekstraat	Municipality of Rotterdam	Strategic environmental manager	#4. Piek
5.	Piekstraat	Wijkraad Feijenoord	Board member	#5. Piek
6.	Piekstraat	VORM ontwikkeling	Project developer	#6. Piek
7.	Kijk op de Wijk	VORM ontwikkeling	Senior concept developer	#7. KodW

3.3.5 Survey

This study uses a survey to gather insights into residents' experiences and perceptions (of participation) in development projects. The survey, conducted in the Defensie-eiland case, aims to understand their views on citizen engagement and its impact on liveability outcomes. The survey questions cover factors such as residents' involvement and satisfaction with citizen engagement activities, perceived changes in neighbourhood liveability since development began, aspects of development that have positively or negatively impacted their quality of life, and suggestions for improving citizen engagement and liveability in future phases. The survey results will be analysed alongside the insights from interviews and case studies to provide a comprehensive understanding of the relationship between citizen engagement and liveability outcomes in the Defensie-eiland project. The findings will be compared to the results from (exploratory) interviews and the Piekstraat case study to identify similarities, differences, and potential lessons for integrating citizen engagement into sustainable urban transformation projects.

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3.4   Data management plan

This research involves in-depth interviews with experts to collect data where the focus may be on professional or personal information. Any irrelevant information beyond the required data will not be recorded or included in the study. The data management plan has been designed according to the guidelines of the TU Delft Research Data Framework Policy (TU Delft DPMonline). The data collected will be securely stored and only accessible to authorised users via the TU Delft Repository website. A detailed methodology description for future reuse will be included.

The thesis will include an APA 7-style reference chapter, and data sharing will adhere to the TU Delft Research Data Framework Policy. Only personal information will be shared, enhancing research credibility and stakeholder insights. Interviewees will complete a consent form to protect their privacy, and personal data, including age and gender will not be disclosed.

3.5   Ethical considerations

Participation in the research is entirely voluntary in all cases. Prior to any data collection, participants will be explicitly asked to provide their informed consent. Should a participant choose not to sign the informed consent form, their data will not be utilized in subsequent stages of the study. Also, to counteract any negative emotional experiences and/or possible harm and ensure the well-being of the volunteers participating in the interviews, they will always be properly informed. Indeed, because the study is looking into participants' expertise and insights from their own professional domains, the study may be linked to interviewees' personal working conditions and potentially provoke a reaction. The informed consent form describes through a comprehensive summary all relevant steps of the study so that participants have a good understanding of the study's objectives allowing them to make informed decisions about their involvement. The emphasis on transparency and voluntary participation underscores the commitment to ethical conduct throughout the research process. At the beginning of the research, everybody who participates will be informed that they are free to leave the research group at any moment. As a result, the research complies with Blaikie & Priest's universal duties and obligations (2019).

3.6   Validity and Generalizability

Several potential biases and validity concerns arise during the data collection and analysis phases. In the literature review, there exists a risk of interpreting documents differently from the original authors' perspectives, which could compromise the theoretical foundations. To mitigate this, the literature has been thoroughly read and contextualized, with consultation from experts to ensure accuracy. During semi-structured interviews within the Defensie-eiland and Piekstraat case studies, inadvertent interviewer influence on respondents' answers is a concern. To address this, a standardized interview protocol has been developed and followed to ensure consistency in questioning across all participants. In self-completion surveys, while interviewer effects are eliminated, respondents may still struggle with question clarity. Clear, unambiguous survey questions have been designed, and response rates will be closely monitored to mitigate potential data gaps.

Regarding internal validity, the aim is to establish causal relationships between citizen engagement strategies and liveability outcomes in the case studies. However, caution will be exercised in making broad claims beyond these cases. External validity is also a concern, given the focus on specific cases. Thorough analysis of contextual factors and conditions will provide insights and recommendations transferable to similar urban development initiatives. To enhance validity, strategies such as triangulation of data sources, member checking, and transparent reporting of the research process and limitations will be employed. Additionally, a comparative analysis between case studies will strengthen findings, provided contextual differences are carefully considered.

Section IV

Empirical Research

Defensie-eiland

Piekstraat

Data analysis

4. Case studies

4.1 Defensie-eiland

The Defensie-eiland project in Woerden involves the redevelopment of a former military site into a mixed-use urban area. Defensie-eiland is situated in a central location, between the station and the city centre, with the monumental castle falling within the plan area. The site has been used by the Dutch Ministry of Defence for over 100 years to store and distribute military uniforms and equipment. The development of Defensie-eiland is being carried out by Blauwhoed and VORM, real estate development companies, in collaboration with the municipality of Woerden.

This section provides an overview of the key features of Case 1: Defensie-eiland, based on data that is publicly available. The subsequent section presents a deeper analysis of the project development process, supported by insights from the interviewees.

4.1.1 Case overview

Characteristics

Location	Woerden - Binnenstad
Client / owner	Municipality Woerden
Architect	Groosman Partners Architecten, Scala Architecten, Karres en Brands
Size	3.3 ha
Phase	Realisation
Previous function	Military base
Main function	205 appartments

Location
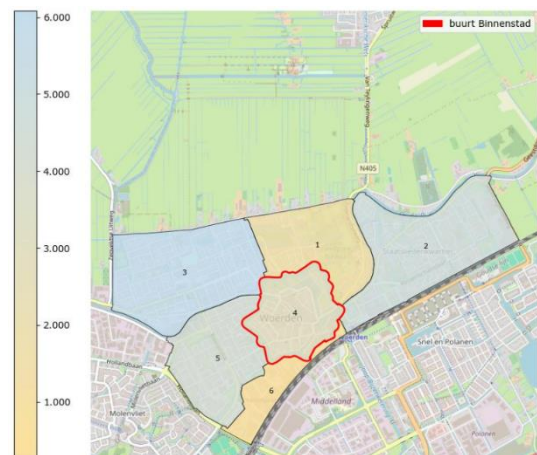
Figure 18, Wijk Binnenstad Woerden (AlleCijfers, 2024)

4.1.2 History

The southeastern part of Woerden has a rich military history that began after the city's fortress status was lifted in 1874. In 1873, the Castle of Woerden became home to the Central Warehouse for Clothing and Equipment, marking the start of the area's military significance. The oldest buildings south of the castle include a laundry facility from 1880 and a boiler house from 1916, with a chimney added in 1946. Hundreds of Woerden residents worked in these and other buildings, cleaning and repairing military gear such as footwear, clothing, tents, and helmets. There was also a blacksmith shop and a carpentry workshop. During World War II, the site served the German Wehrmacht (Kotestein, 2011).

The land remained in military use until the 1990s, but due to decades of chemical laundry operations, the soil became contaminated with chlorinated hydrocarbons and benzene, which will lead to problems later.

In 1999, military activities ceased or were moved to Soesterberg, leaving the site vacant. The area, which had always been closed to the public, was bought from the RVOB by the municipality of Woerden in 2005 with plans for residential development (*Usine Utrecht*, 2024).

4.1.3 Demographic

Housing types & age

The Binnenstad neighbourhood in Woerden, which includes Defensie-eiland, covers a total area of approximately 50 hectares, with 37 hectares designated as land and 13 hectares as water. The neighbourhood features a diverse range of housing types, including apartments, terraced and semi-detached houses, corner houses, and duplexes.

Demographically, the population of Binnenstad is primarily composed of individuals aged 25 and older. The largest age group is those between 25 and 45 years old, followed by those aged 45 to 65, and the 65 and older age group (AlleCijfers.nl, 2024a).

Migration background

Regarding migration background, Binnenstad exhibits a relatively homogeneous profile. Nearly 80% of residents have a Dutch background (Figure 19), while the remainder includes individuals with Western backgrounds from European countries, North America, or Oceania (AlleCijfers.nl, 2024a).

Education and income level
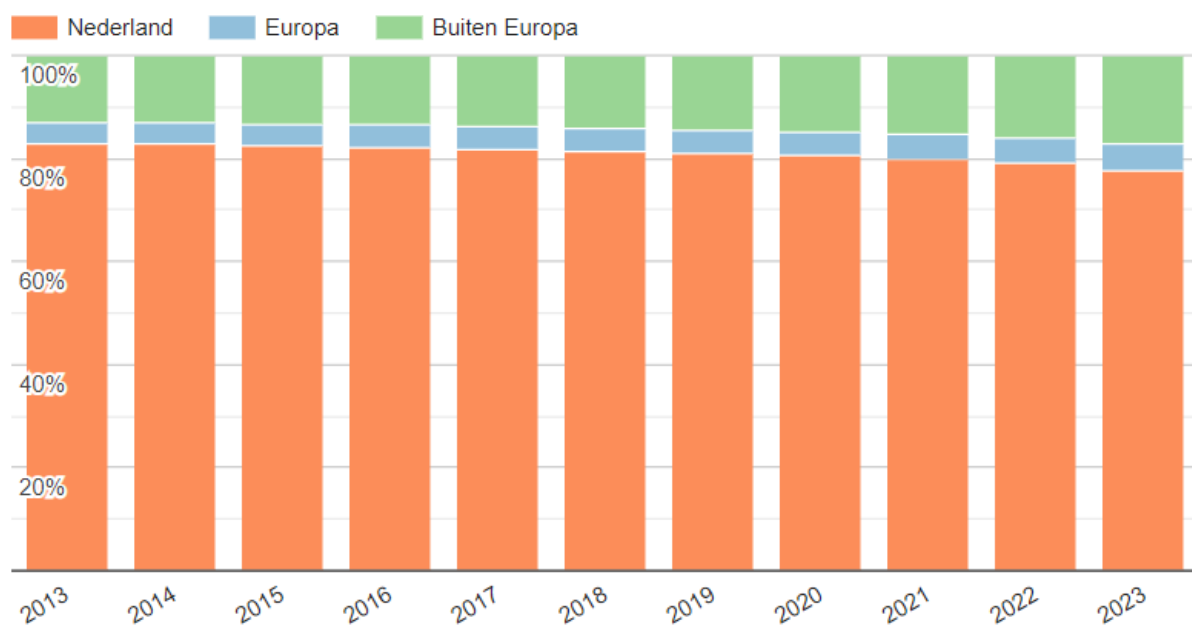
Figure 19 Population by country of origin per year (AlleCijfers, 2024)

Educational attainment in Binnenstad is notably high, with a significant proportion of residents having completed secondary or higher education. Only 19.4% of the population is classified as low-educated.

The average income per resident in the Binnenstad neighbourhood is €38,600, while the average income per income recipient is €42,200. Of the total population of 2,850, 2,400 individuals receive income support. Just 4% of households in the Binnenstad are classified as living below the social minimum (AlleCijfers.nl, 2024a). In comparison to other urban areas, the Binnenstad Woerden demonstrates a higher average purchasing power and a lower percentage of households experiencing financial constraints. This has an impact on the economic resilience and social dynamics within the neighbourhood.

_____

Crime

A notable trend in the neighbourhood is the rising incidence of crime, particularly theft, which has been increasing on a monthly basis (AlleCijfers.nl, 2024a). This trend highlights a growing concern for the public feeling of safety within the Binnenstad area. The most frequently occurring criminal activities are related to theft and road accidents. Assaults and horizontal fraud are less common.

Health

In the neighbourhood, 88% of residents aged between 18 and 64 years, experience good health, which is a favourable score. However, this percentage is lower among residents aged 65 and above, at 67%. Furthermore, 21% of individuals aged 18-64 report experiencing limitations in their daily lives due to health issues for a period of six months or longer. Among the 65+ age group, this percentage is notably higher, with 52% of residents reporting severe limitations due to health concerns (Gemeente Woerden, 2018). These figures provide preliminary insights into the potential difference in perceived health between younger and older residents.

It should be mentioned that these data could not be obtained at neighbourhood level, so the health data described above cover not only the Binnenstad neighbourhood but the whole Woerden midden district.

4.1.4 Vision and ambition

One of the key aspects of the Defensie-eiland project is its emphasis on citizen participation. The municipality has made efforts to engage the local community throughout the development process, from the initial concept to the actual implementation and construction phases. This aligns with the principle that citizens living in a community should be involved in planning its future, as they will be the ones directly impacted by the new developments.

The Defensie-eiland project has been recognized for its commitment to sustainable development and its integration of citizen participation. The development has received nominations for various awards, including the Nationale Renovatie Prijs (National Renovation Prize) and the Gouden Piramide (Golden Pyramid), which recognize excellence in architecture, urban planning, and public participation.

By transforming the former military site into a mixed-use, sustainable neighbourhood with a strong focus on citizen engagement, the Defensie-eiland project aims to enhance the overall liveability and attractiveness of Woerden, while respecting the historical significance of the site and the needs of the local community.

4.2 Piekstraat

The Piekstraat area development project in Rotterdam aims to transform a former dockland district into a new mixed-use neighbourhood. The development is being carried out by among others, the architecture firm KCAP. The Piekstraat area has a rich history, developing from a sandbank in the river into a harbour and industrial district in the late 19th century. While other parts of the Feijenoord neighbourhood have seen a gradual replacement of port activities with social housing, the area around Piekstraat has remained a working location, with a shift from manufacturing to more office and creative businesses.

Same approach as for Case 1, but this section provides an overview of the key features of Case 2: Piekstraat, based on data that is publicly available. The subsequent section presents a deeper analysis of the project development process, supported by insights from the interviewees.

4.2.1 Case overview

Characteristics   **Location**

Location	Rotterdam - Feijenoord
Client / owner	Varying
Architect	Varying
Size	135.000 m2 bvo
Phase	Initiation
Previous function	Industry
Main function	800 appartments
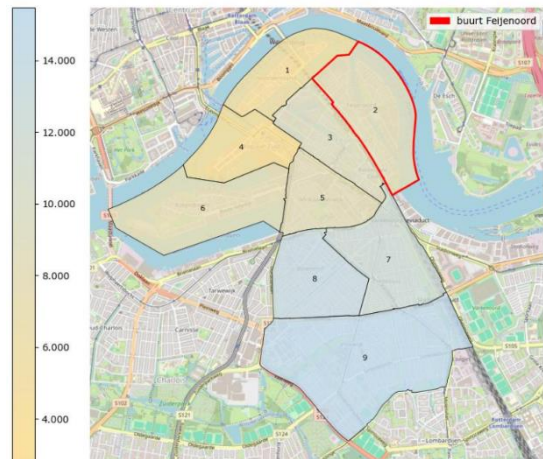
Figure 20, Wijk Feijenoord Rotterdam (AlleCijfers, 2024)

4.2.2 History

The island of Feijenoord, once a swampy part of the former IJsselmonde island, was named after the Feijenoord district. When the Nieuwe Waterweg was constructed in 1878, the island underwent a major transformation due to industrialization. Piekstraat, originally a sandbank in the river, became an important industrial hub, with shipyards, harbour facilities, and factories.

The Port of Rotterdam experienced significant growth. The Piekstraat area developed into an industrial and residential zone, home to a diverse mix of companies clustered around small harbours. Though much of the area has since shifted toward creative industries, the industrial character still defines the location, giving it a distinct identity. The Municipality of Rotterdam now plans to transform this hidden corner into a vibrant live-work neighbourhood.

4.2.3 Demographic

Housing types & age

Feijenoord, the neighbourhood in Rotterdam where Piekstraat is located, spans a total area of 100 hectares, with approximately two-thirds consisting of land and one-third of water. Housing in Feijenoord is predominantly apartment-based, accounting for 93.9% of addresses, while the remaining 5% comprises terraced or semi-detached houses. The demographic profile of the neighbourhood reveals that the largest age group is between 25 and 45 years old, followed by those aged 45 to 65, with the youngest age group (0-15) ranking third (AlleCijfers.nl, 2024b).

Migration background

In terms of migration background, 80% of Feijenoord's residents have a non-Dutch heritage. Within this group, approximately 10% are of European origin, while the remaining 70% come from non-European countries (Figure 21). In contrast, the broader Feijenoord district of Rotterdam has a 30% Dutch migration background. The predominant non-Dutch origins in Feijenoord include Morocco, the Antilles, Suriname, and Turkey (AlleCijfers.nl, 2024b).
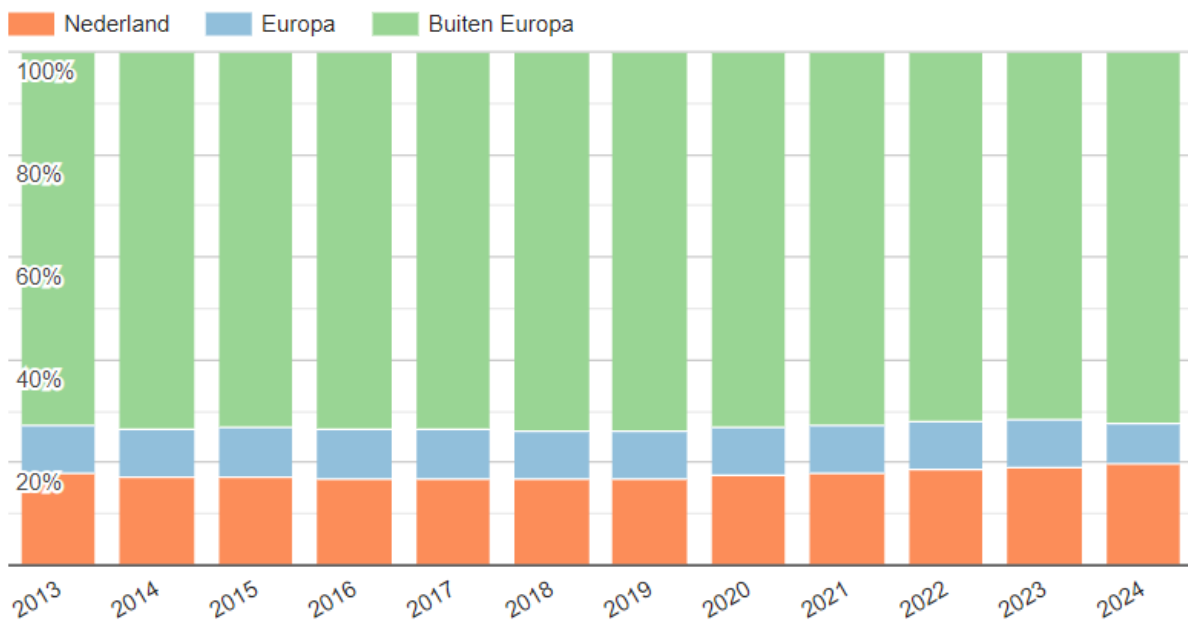
Figure 21, Population by country of origin per year (AlleCijfers, 2024)

Education and income level

Education levels in Feijenoord present a distinct profile: 44.2% of residents are classified as low-educated, 36.9% have a medium level of education, and 18.9% are highly educated (AlleCijfers.nl, 2024b). This contrasts with the larger Feijenoord district, where the distribution of educational attainment is more evenly spread among low, medium, and high levels of education.

The average income per resident in the Feijenoord neighbourhood is €20,000, while the average income per income recipient is €26,500. Of the total population of 7,820, 5,700 individuals receive income support. A notable proportion of households, 26%, are therefore situated below the social minimum (AlleCijfers.nl, 2024b), indicating that over a quarter of households in Feijenoord are experiencing financial constraints. It should be noted that this percentage excludes students and households with incomplete annual income, which suggests that the actual financial pressure may be even higher for some groups. Feijenoord is thus a neighbourhood with relatively low average purchasing power, which affects the living conditions and opportunities for economic participation of the residents.

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Crime

Total recorded crime per year is decreasing in the Feijenoord neighbourhood, and the number of crimes per 1,000 inhabitants is not higher than the average. The most common crimes are traffic accidents, vandalism and theft. However, serious crimes such as horizontal fraud, assault, threats and even arms trafficking are recorded relatively more often (AlleCijfers.nl, 2024b). Although crime as a whole is not increasing, there does seem to be an increase in the seriousness of certain types of crime.

Health

In the neighbourhood, 66% of residents between the ages of 18 and 64 experience their health as good, while this percentage is lower among those over 65 at 51% (GGD. Rotterdam-Rijnmond, 2022a). Regarding limitations due to health problems, 29% of 18- to 64-year-olds report being (severely) limited in their daily lives for at least six months. This percentage rises significantly to 55% among residents aged 65 and over (GGD. Rotterdam-Rijnmond, 2022b), indicating a greater impact of health problems among the older population.

It should be mentioned that these data could not be obtained at neighbourhood level, so the health data described above cover not only the Feijenoord neighbourhood but the whole Feijenoord district.

As the research is focused on engaging residents, this information is of importance. Based on this information, conclusions can be drawn at a later stage. It is possible to conclude that the interest of residents in engaging with the project may be influenced by a number of factors, including their age, background, level of income and education or behaviour. The number of residents who perceive themselves to be in 'good health' is also included, as this may limit physical participation, important later in the study.

4.2.4 Vision and ambition

The ambition is to create a mixed-use urban neighbourhood with a balance between living and working, aiming for at least as many jobs as homes. The existing industrial character and cultural-historical buildings will be preserved, providing affordable spaces for both innovative manufacturing and creative businesses.

This aligns with the principles of the thesis, which emphasizes the importance of incorporating citizen engagement and preserving the unique character of an area during redevelopment projects. By maintaining the industrial heritage and providing a mix of affordable housing and workspaces, the Piekstraat project aims to create a vibrant, inclusive neighbourhood that caters to the needs and aspirations of the local community.

The development will also include public spaces, such as a green courtyard and a promenade along the Persoonshaven, enhancing the area's unique qualities and connection to the water. The transformation of Piekstraat aims to create a characteristic, productive, and attractive neighbourhood in Rotterdam, where residents, workers, and visitors can enjoy a pleasant urban environment with a mix of activities and amenities.

By incorporating these elements of citizen engagement, heritage preservation, and mixed-use development, the Piekstraat project aligns with the key principles and objectives outlined in this thesis on sustainable urban transformation.

So, why Defensie-eiland as starting point for an advice on Piekstraat?

The Defensie-eiland case serves as a compelling example of effective citizen participation in urban development, despite not facing significant challenges like high crime rates (as in Piekstraat case).

This case is valuable because it showcases how proactive citizen involvement can enhance urban projects beyond merely mitigating negative factors. By actively involving local residents, businesses, and stakeholders in decision-making processes, Defensie-eiland has fostered a strong sense of community ownership and pride in the development's outcomes.

Even without pressing issues like high crime rates, Defensie-eiland highlights that citizen participation is not just about solving problems but also about harnessing local knowledge and creativity to shape vibrant, sustainable neighbourhoods. The project's success can be attributed to its inclusive approach, where residents feel empowered to contribute to shaping their built environment. Using Defensie-eiland as an example underscores the broader importance of citizen participation in urban planning. It demonstrates that proactive engagement leads to better-designed spaces that meet community needs, promote social cohesion, and contribute to overall urban liveability and well-being. Thus, despite differing challenges, the principles of effective participation at Defensie-eiland are universally applicable and offer valuable insights for future urban development initiatives.

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5. Data analysis

For both cases studied, data was collected to answer or support the sub-questions of the study. In the case of Piekstraat, as this project is still in the initial development phase, the majority of the data has been gathered through interviews, with a limited amount of information sourced from literature and other publicly available data. In contrast, Defensie-eiland involved a smaller number of interviews and a greater reliance on existing literature and subsequent reports on the development. Indeed, the project has already undergone a comprehensive evaluation.

The analysis begins with a review of the interviews conducted and outlines the methodology employed to arrive at the results. The results are then summarised for each case, and recommendations are provided from one case to the next. The results, along with Kijk op de Wijk's analysis, form the basis for the conclusions and the final citizen engagement strategy.

5.1 Interviewees

The participants in the interviews conducted for this research are outlined below, along with their position and the organisation they represent. The number of interviews and the extent of literature research conducted for each case have been adjusted from the previously determined figures. Given that the Defensie-eiland project commenced in 2007, numerous stakeholders have since transitioned to alternative professions, making it more difficult to secure interviews with those stakeholders.

Table 6: Interviewees

Interviewee	Case	Organisation	Function	Code
1.	Defensie-eiland	Blauwhoed	Project developer	#1. Def
2.	Defensie-eiland	VORM ontwikkeling	Development manager / Project leader	#2. Def
3.	Piekstraat	Skateland	Entrepreneur/landowner	#3. Piek
4.	Piekstraat	Municipality of Rotterdam	Strategic environmental manager	#4. Piek
5.	Piekstraat	Wijkraad Feijenoord	Board member	#5. Piek
6.	Piekstraat	VORM ontwikkeling	Project developer	#6. Piek
7.	Kijk op de Wijk	VORM ontwikkeling	Senior concept developer	#7. KodW

5.2 Analysis methods

The analysis of the interview transcripts in this study employs an inductive approach, which is a common methodology in qualitative research, particularly within the social sciences (Thomas, 2003).

During the inductive analysis process, categories are created for the purpose of classifying and structuring the data. This categorisation allows for the summarisation, processing and presentation of the information in the report, thereby ensuring that the findings are clearly aligned with the research objectives. The general inductive approach brings down large data sets into clear summaries, links research goals to findings, and identifies patterns in order to build a model or theory (Thomas, 2003).

The process begins with a comprehensive reading of each transcript. Quotations and passages significant to the research question are highlighted for further analysis. Once the transcripts are thoroughly reviewed and marked, categories are created that align with the findings of the literature study.

No extensive, predefined coding system is employed in this study, as no cross-case analysis is performed. Instead, the primary objective is to extract lessons learned or recommendations from each individual case study, which are then translated into an advisory framework. This focus on context-specific insights allows for recommendations to be developed based on the unique circumstances of each case, without the need to directly compare them.

The analysis of the transcripts revealed three main themes, which were subsequently divided into sub-themes. The themes provide a structure for discussing the findings of each case. Subsequently, conclusions are drawn from the findings of these themes, which serve as the basis for the advisory framework. The three main themes are:

- Project specific information
- Liveability
- Citizen engagement

The project-specific information is also included because in order to write an advice for Piekstraat, it is necessary to properly distinguish between the two cases in similarities and differences.

5.3 Analysis Case 1: Defensie-eiland

The results most closely related to the concepts of this study are presented here, accompanied by a brief overview of additional relevant information and timelines. In this way, the most accurate representation of Defensie-eiland in regard to the aspects relevant to this study is created using empirically derived data.

5.3.1 Project specific information

Project development process

The sale of the final properties on Defensie-eiland occurred just two years ago (#1. Def), marking the conclusion of a lengthy development process. In 2005, the municipality purchased the island from Domains (in Dutch: *Domeinen*), now RVOM (Rijksoverheid). In 2007, the pre-registration process for developers was initiated (#1. Def). The municipality worked closely with residents of Woerden to provide valuable input for the project, which resulted in the creation of a quality plan (#2. Def, #1. Def). This plan was used by market players to submit their propositions, where, in addition to financial bids, much emphasis was placed on the quality of the plans and addressing soil pollution on the island (#2. Def). The official submission of the plan by Blauwhoed and VORM in 2008 followed (#1. Def). After submitting the proposal in April that year, it was announced in December that these parties had won the competition (#1. Def).

VORM and Blauwhoed's participation process started in 2010/2011, at a time when the housing market was experiencing a downturn and demand for new homes was significantly lower than in the current economic climate. According to Participant 1, potential buyers encountered difficulties in obtaining financing, with older people facing particular challenges in selling their existing homes. This resulted in a strategic rethink, whereby some of the flats were sold to an investor to accelerate the sales process (#1. Def).

The development of Defensie-eiland was divided into several phases (#2. Def, #1. Def). There were extensive discussions regarding the southern part, particularly regarding the location of the tallest tower. The original plan was to situate the development closer to the existing buildings, but this was later revised to accommodate feedback from local residents (#1. Def). The height of the tower in the northern section also prompted objections from local residents, resulting in a legal dispute that was taken to the Supreme Court in The Hague (#1. Def). This demonstrates that communicating about potential options can help to prevent litigation.

The phasing of development was primarily influenced by the different levels of soil pollution across the island (#2. Def). The northern section was developed initially, followed by the central area and, finally, the southern section, which is still in progress.

"The first phase was really problematic, so I'm glad that all worked out in the end. Otherwise the whole plan would have been off." – #1. Def

Despite initial difficulties, the second phase of home sales was a success, with an increase in demand as the market recovered (#1. Def). By contrast, the initial phase encountered difficulties due to unfavourable market conditions. The final works are still ongoing (#1. Def), but the project has almost been completed.
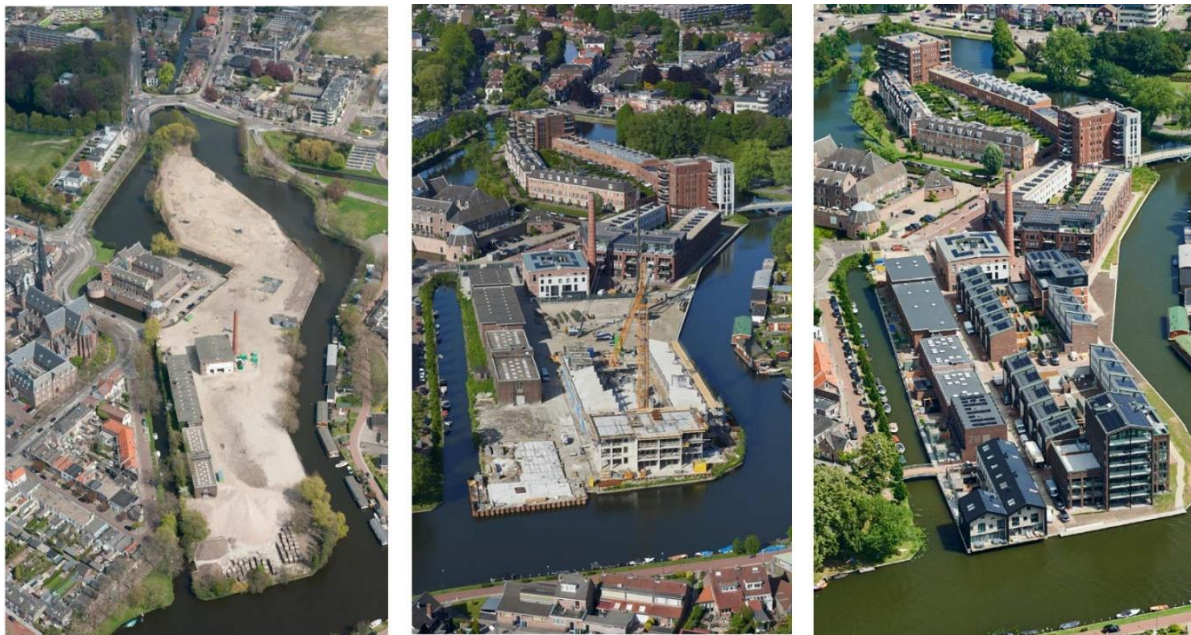
Goals and objectives

- Bringing back the accessibility of the island for the residents (#1. Def, #2. Def).

One of the primary goals was to make the island accessible to residents of Woerden. This was a key consideration given that the island was previously owned by the Ministry of Defence and inaccessible to the public, with only one gateway (#1. Def). The project's objective was to remove this barrier and integrate the island into the city, eliminating a physical and psychological dividing line between the different parts of Woerden (#2. Def).

"It was inaccessible and we wanted to show people again what a beautiful place they had there in that canal". – #2. Def

- Resolving a dangerous traffic situation around the island (#1. Def).
- New construction and flow of residents (#1. Def).

The addition of high-quality new construction to the city had two key benefits. Firstly, it served a social and societal purpose. Secondly, it had an economic benefit for the municipality, given that the purchase of the island had required a significant investment (#1. Def).

The elements described above, those are the hard underpinnings that were relevant from the municipality (#1. Def).

"Our main goal was just to put together a great plan for that, of course." - #1. Def

The objective of the developers, according to participant 1 & 2, was to transform Defensie-eiland into a premium residential area, prioritising architectural quality and the liveability of the surroundings. This was partly achieved by engaging future residents through active participation in the project. Another focus was the soil sanitation (#1. Def, #2. Def). Defensie-eiland was a former Ministry of Defence laundry, where contamination from substances such as VOCL posed a significant challenge (#2. Def). In the northern part of the island, the contamination was relatively superficial and could be removed by excavation, but in the middle and south the contamination was at much greater depths, up to 20 metres, making remediation considerably more difficult (#2. Def).

The submission of the project for the NEPROM prize demonstrates that the outcome of the project has been well received by all developing parties. Participant 1 does not identify any areas for improvement in terms of participation or improved liveability. However, she suggests that the amount of greenery added to the area could be increased. When asked what she is most proud of, Participant 1 states that she is proud that the project was developed and marketed in an uncertain time. This indicates that the project faced challenges beyond getting residents involved in making the neighbourhood more liveable.

5.3.2 Liveability

The interviews conducted on Defensie-eiland provide insight into the perceptions of liveability within the context of the area development. A significant focus is on enhancing accessibility to the area. Previously, Defensie-eiland was inaccessible due to its status as a military site with only one access point and no bridge connecting it to the surrounding city (#1. Def, #2. Def). The island's transformation was not only intended to enhance physical accessibility but also to foster a more sustainable and appealing environment. Participant 1 stated that the island originally was a very stony area with mainly military buildings and warehouses, which did not contribute to the creation of a liveable residential environment.

As told by participant 1, another objective of the development was to create high-quality housing, with the addition of social housing to provide greater variety. The incorporation of green space was a significant element of this redevelopment, though it was implemented to a lesser extent than is typically seen in so called liveable areas today. A fair notion on liveability from participant 1 is therefore, the concept of liveability is not static, and what was previously regarded as a significant improvement may now be seen as inadequate.

"Every year, every period, does have its own characteristics in terms of liveability" - #1. Def

A key objective in enhancing the liveability of Defensie-eiland was to foster a sense of community. From the outset, the mixed household composition provided a robust foundation for developing a sustainable community. This was crucial to prevent the target groups from being too homogenous, which could impede the formation of a robust and diverse community (#1. Def). Furthermore, participation in the development process for liveability is seen as an advantage because it enables future residents to form an image of their fellow residents, which strengthens the formation of a sense of community (#1. Def).

"I believe that a project which is aesthetically pleasing and which provides a happy living environment for its residents will also contribute to the community" - #1. Def

In terms of public space, Defensie-eiland has evolved into an area with minimal vehicular traffic, offering residents a high level of mobility on foot. The human scale is a key aspect of this location. The buildings are not large, there is a high level of attention to open and green spaces, and there is always a view of the water, which contributes to the area's attractiveness as a residential location (#1. Def).

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It is also worth noting the important role played by the hospitality industry in creating a vibrant neighbourhood. The laundry, which serves as both a café and a meeting place, has become a key social hub for residents, fostering a sense of community and enhancing interactions between residents, which in turn contributes significantly to the liveability of the area (#1. Def).

5.3.3 Citizen engagement

Participant 1, a developer at Blauwhoed at the time, was responsible for the participation process on Defensie-eiland. The participation process used in the project was then called co-creation, although this term was used quite broadly at the time and encompassed many different aspects (#1. Def). Participation began in a period of economic malaise, around 2010/2011, when demand for housing was much lower than today. An important reason for starting participation was to get future residents excited about the project, so that they would feel an attachment to the area early on and be attracted to live there (#1. Def).

Another motivation behind participation was to validate ideas from the municipality among future residents. The project was complex, and it was crucial to tailor it perfectly to consumers' needs. By organizing co-creation sessions, the developers were able to show the municipality that certain design choices were not in line with potential buyers' wishes, leading to adjustments, such as changing the façade (#1. Def).

"Showing consumer opinion as objectively as possible towards the municipality is how you have to make the plan to sell it" - #1. Def

By communicating future residents' opinions to the municipality as objectively as possible, the participation process became more than just a formality; it became a tool to actually influence the outcome of the project.

In the first phase of participation, there was a strong focus on involving future residents. This was done through intensive evening sessions where the plan was presented, residents could give their reactions and developers tried to collect their approval. The process included follow-up explanations of what had changed based on previous feedback, which increased residents' involvement and the information loop (#1. Def). This type of participation created an open dialogue and helped create a sense of community. Co-creation helped build community, as it gave residents the opportunity to get to know each other and feel involved in the development of their future living environment (#1. Def).

However, in the middle of the project, as technical complexity increased, participation was less relevant and therefore reduced or not available. There was less opportunity for residents to provide input because the structure of the buildings made it difficult to make adjustments based on feedback. Not every project is suitable for a very intensive participatory approach. However, efforts were still made to inform local residents and seek their opinions on certain design elements, such as the placement of a tower that residents felt was too close. In response, the architect and the municipality worked together to find solutions (#1. Def).

According to participant 1, timing is a critical factor in the process of participation. It is important to consider not only the broader stages of development but also the specific timing. Events held during the day or evening will likely have different impacts on participants.

The timing and method of participation were determined and estimated by the developers at each stage. For example, participant 1 indicated that people in Woerden would prefer to be present in a live setting, as they are familiar with each other and enjoy seeing one another again. In contrast, she noted that this would be less preferred in Rotterdam Zuid. Furthermore, participant 2 states that in a live setting, it is crucial to ensure that opinions are gathered from both groups and individuals. In one-to-one meetings, individuals are more likely to express their genuine preferences, whereas group meetings can act as a barrier to this.

Another important lesson from the participation process is the importance of clear communication and expectations. If clear information is not given about which aspects of the project have already been determined, residents may feel disappointed and you create your own resistance (#1. Def).

"If you give people the feeling that they are allowed to participate, and something eventually comes up that they don't agree with, they get angry" – #1. Def

This highlights the need to be transparent from the start about what is and is not influenceable, so that residents do not feel they are being ignored. Nevertheless, participant 1 stresses the value of participation.

"If you are clear from the beginning and manage expectations well, you can remove objections. People feel heard, and that has benefits" – #1. Def

In the same light, participant 2 states that it is impossible to satisfy the needs of every individual. It is not possible to completely eliminate resistance noise. However, if no action is taken, it may lead to a sense of exclusion and potentially stronger opposition.

"Then you receive the: 'You see, untrustworthy government, pickpockets of a property developer!' you get falsely labelled right away" – #2. Def

This indicates that although participation takes time and effort, the benefits in terms of support and involvement outweigh the investment. By actively involving residents in the process, developers can not only reduce resistance, but also gain valuable insights that benefit the final development.

Lessons learned in Defensie-eiland

1. There is a need to clearly delineate which aspects of the project are non-negotiable due to pre-existing plans or regulations, and which areas are open to community input. Failure to do so can create an unnecessary backlash, with residents focusing on what wasn't done with their ideas rather than what was. This is not true participation; it's simply dictating the outcome.

2. There was recognition that the design could have been more environmentally forward-thinking. While the project met the guidelines at the time, in hindsight, incorporating more

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green infrastructure, such as green roofs, would have been beneficial. This is a key lesson in remaining adaptable to evolving sustainability practices, even when guidelines may not demand them.

3. The goal in participatory processes is to foster constructive criticism or positive contributions. It's important to ensure that those who only oppose a project do not dominate the conversation, as this can stifle meaningful dialogue. Instead, creating space for differing opinions while focusing on solutions is crucial for keeping the process productive. You want to get positive comments or constructive criticism and not to give too much space to people who just aren't going to agree on compromising.

5.3.4 Conclusion: key take-aways

A closer examination of the lessons learned and the general remarks made during the interviews will allow us to identify key takeaways that will be of value at this stage of the study.

Table 7: Key take-aways - Case 1

Key take-aways - Case 1	
Participation	**Liveability (public space)**
• **Clearly define non-negotiables**: From the outset, communicate which aspects of the project are fixed and which are open to input. • **Start early to build engagement**: Begin the participation process early, especially in projects with long timelines, to generate excitement among future residents and foster a sense of attachment to the area. • **Co-creation as a tool for influence**: Use co-creation sessions not only as a formality but as a tool to actively shape the project based on residents' feedback, ensuring their voices influence important decisions. • **Tailor participation methods**: Adapt participation methods to the specific context and community. • **Phased participation**: Recognise that participation may need to be phased. • **Follow-up and feedback loop**: Ensure regular follow-up with participants to explain how their feedback has influenced the project. • **Timing matters**: Be mindful of the timing of participation events. • **Balancing group and individual input**: Collect feedback through both group and individual meetings. While group settings can foster community, one-on-one meetings may encourage more genuine feedback from individuals. • **Focus on constructive feedback**: Ensure that the participatory process encourages constructive contributions rather than allowing opposition to dominate the discussion. • **Long-term benefits of participation**: Although participation requires effort, it provides long-term benefits by building trust, reducing resistance, and gaining valuable insights that can enhance the final development. • **Managing resistance**: Understand that it is impossible to satisfy everyone, but proactive participation reduces opposition and mitigates the risk of being seen as untrustworthy by the community. • **Participation as risk management**: Effective participation can prevent negative perceptions and resistance, positioning developers and local governments as transparent and trustworthy.	• **Balance between private and collective spaces**: Collective spaces are appreciated when they are seen as an added benefit rather than a replacement for private spaces. • **Create community meeting spaces**: Integrate hospitality services like cafes or communal laundry areas within the neighbourhood. • **Promote mixed household composition**: Ensure a diverse mix of household types from the outset to build a sustainable and resilient community. • **Design collective spaces with flexibility**: Collective spaces should be flexible and inviting, catering to different activities and fostering natural interactions among residents. • **Liveability through social infrastructure**: Beyond physical spaces, invest in social infrastructure—such as local initiatives or events—that helps residents connect and engage with one another, contributing to the liveability and social sustainability of the neighbourhood. • **Encourage social interaction in everyday settings**: Provide opportunities for casual social encounters in daily routines, such as shared gardens, community centres, or local cafes, to promote liveability and social cohesion. • **Incorporate green and public spaces**: Prioritise the inclusion of parks, green areas, and pedestrian-friendly spaces to enhance liveability. • **Engage residents early in the process**: Early and ongoing engagement with future residents during the planning and design phases ensures that their needs and desires are considered, enhancing both participation and long-term liveability. • **Liveability through inclusivity**: Ensure that the design and participation process are inclusive, catering to diverse needs and fostering a sense of belonging for all residents, which contributes to the overall liveability of the community. • **Support long-term social sustainability**: Focus on building a community that can thrive over time by creating environments that foster relationships, meet residents' needs, and adapt to changing lifestyles, ensuring ongoing liveability.

Elaboration:

Participation

Clearly define non-negotiables: From the outset, communicate which aspects of the project are fixed and which are open to input. This transparency helps manage expectations and avoids disappointment among participants.

Start early to build engagement: Begin the participation process early, especially in projects with long timelines, to generate excitement among future residents and foster a sense of attachment to the area.

Co-creation as a tool for influence: Use co-creation sessions not only as a formality but as a tool to actively shape the project based on residents' feedback, ensuring their voices influence important decisions.

Tailor participation methods: Adapt participation methods to the specific context and community. For example, live events may be more suitable in certain areas, while other communities might prefer online or one-to-one interactions.

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Phased participation: Recognise that participation may need to be phased. Early stages may involve more intensive engagement, while later stages, when technical aspects become more rigid, may require a less intensive approach.

Follow-up and feedback loop: Ensure regular follow-up with participants to explain how their feedback has influenced the project. This increases transparency and reinforces the value of their input.

Timing matters: Be mindful of the timing of participation events. Consider both the phase of the project and practical factors like whether events are held during the day or evening, as this can influence participation levels.

Balancing group and individual input: Collect feedback through both group and individual meetings. While group settings can foster community, one-on-one meetings may encourage more genuine feedback from individuals.

Focus on constructive feedback: Ensure that the participatory process encourages constructive contributions rather than allowing opposition to dominate the discussion.

Transparency in decision-making: Be clear about which aspects of the project are subject to change and which are not. This avoids creating false expectations and reduces the likelihood of backlash.

Long-term benefits of participation: Although participation requires effort, it provides long-term benefits by building trust, reducing resistance, and gaining valuable insights that can enhance the final development.

Managing resistance: Understand that it is impossible to satisfy everyone, but proactive participation reduces opposition and mitigates the risk of being seen as untrustworthy by the community.

Participation as risk management: Effective participation can prevent negative perceptions and resistance, positioning developers and local governments as transparent and trustworthy.

Liveability

Balance between private and collective spaces: Collective spaces are appreciated when they are seen as an added benefit rather than a replacement for private spaces. Ensure that private areas are sufficient to make the collective feel like a desirable extra, enhancing the overall liveability.

Create community meeting spaces: Integrate hospitality services like cafes or communal laundry areas within the neighbourhood. These spaces encourage social interaction, fostering a sense of community and liveliness.

Promote mixed household composition: Ensure a diverse mix of household types from the outset to build a sustainable and resilient community. A varied demographic contributes to a more dynamic and socially cohesive environment.

Design collective spaces with flexibility: Collective spaces should be flexible and inviting, catering to different activities and fostering natural interactions among residents. This strengthens social bonds and contributes to the neighbourhood's vibrancy.

Liveability through social infrastructure: Beyond physical spaces, invest in social infrastructure—such as local initiatives or events—that helps residents connect and engage with one another, contributing to the liveability and social sustainability of the neighbourhood.

Encourage social interaction in everyday settings: Provide opportunities for casual social encounters in daily routines, such as shared gardens, community centres, or local cafes, to promote liveability and social cohesion.

Incorporate green and public spaces: Prioritise the inclusion of parks, green areas, and pedestrian-friendly spaces to enhance liveability. These spaces encourage physical activity, relaxation, and spontaneous social interactions.

Engage residents early in the process: Early and ongoing engagement with future residents during the planning and design phases ensures that their needs and desires are considered, enhancing both participation and long-term liveability.

Liveability through inclusivity: Ensure that the design and participation process are inclusive, catering to diverse needs and fostering a sense of belonging for all residents, which contributes to the overall liveability of the community.

Support long-term social sustainability: Focus on building a community that can thrive over time by creating environments that foster relationships, meet residents' needs, and adapt to changing lifestyles, ensuring ongoing liveability.

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5.4 Analysis Case 2: Piekstraat

5.4.1 Project specific information

Project development process

The municipality of Rotterdam has established an ambition document for five key plots in the area, including land owned by various stakeholders like Skateland and ZVM. These parties, along with VORM and IMD, regularly collaborate on issues like participation and community engagement (#6. Def).

The Piekstraat development presents a number of challenges, including the necessity for a diverse range of housing options, set by the municipality, specifying percentages leaving little room for deviation unless strong justifications can be provided. The housing types range from social rent to mid-market rent, mid-market purchase and high-end rental and ownership properties (#6. Def). In addition to residential units, the project must also include workspaces and community facilities. Some of the existing buildings on the site will be retained and renovated, while others will be demolished. The complexity of the project is further compounded by environmental issues, including soil contamination, and presents a number of hurdles in the planning process such as traffic and accessibility, which are key to ensuring the project's smooth execution (#6. Def).

The site currently houses tenants, which adds to the logistical difficulties. The challenge lies in vacating tenants at the right time to avoid incurring losses from prolonged vacancy while still maintaining rental income (#6. Def). Only once these issues are resolved can the residential program be fully realized and liveability improved. Until then, the area remains largely industrial.

The development has also faced delays due to unresolved issues with Hunter Douglas, a nearby industrial company with its own environmental restrictions. Due to the still active factory, there are environmental regulations that prevent the realisation of a residential programme. The municipality had anticipated that Hunter Douglas would relocate sooner, allowing for faster progress on the residential project. However, negotiations over the sale of Hunter Douglas's property have stalled, preventing further development (#6. Def). Although Hunter Douglas has not been directly involved in discussions with the development team, it remains a significant player due to its location and environmental impact.

As Participant 5 points out, the public often underestimates how long development processes take. Not everyone has the time or resources to stay informed about every aspect of a project, which creates misunderstandings (#5. Def). Despite having no background in construction, participant 5 is aware of the challenges involved and mentions the following:

"I'm glad I'm not doing your degree." - #5. Def

Participant 4 adds that balancing the interests of all stakeholders is critical to the success of the development. When done thoughtfully and authentically, it can lead to positive outcomes for both the community and the developers (#4. Def).

Skateland, for example, occupies a unique position with its ownership of over 4,000 square meters of land, acquired from Nestlé two decades ago for a symbolic sum (#3. Def). As a skatepark, they see potential for collaboration, possibly moving to the Hunter Douglas site to free up their land for more commercial uses (#3. Def). This is just one of the many strategic questions currently under consideration within the broader Piekstraat development discussions, involving stakeholders like ZVM, VORM, and IMD (#3. Def). Although Heijmans is not part of this particular group, their work as a "forerunner" of the Piekstraat project is already underway (#3. Def). As Heijmans' tower is situated outside the defined nuisance area, the company is already in a position to commence development (#6. Def). This can result in a somewhat chaotic combination of construction activity, crime and vacancy in one area. The following section provides a more detailed analysis of this topic.

Goals and objectives

One of the primary goals of the Piekstraat development, according to participant 6, is to preserve the area's unique character while creating a balanced mix of residential and commercial spaces. This means retaining existing tenants, even if they need to relocate within the broader neighbourhood, as they are seen as the "pioneers" of the street (#6. Def). These businesses and individuals have witnessed the transformation of the area from an industrial hub to one that is slowly becoming more residential and community-oriented. The street, historically industrial, is now more focused on small-scale production and office spaces (#6. Def).

> *"You want to see if you can keep the tenants, at least somewhere in the area, it would be a shame to take them away, they are the pioneers of the street." – #6. Def*

A central objective is to establish a 16-hour dynamic, where the area is active throughout the day and evening, though not necessarily overnight.

This balance of residential and commercial use is essential to maintaining the vibrancy of the street and aligning with the municipality's vision for the area. However, progress is still this day, hampered by environmental restrictions imposed on nearby industrial areas, such as the Hunter Douglas site, which still carries heavy regulations due to emissions, odours, and noise. These restrictions currently prevent the construction of new housing until they are addressed, creating a significant obstacle to moving forward with the residential portion of the plan (#6. Def).

A substantial portion of the development will include social and affordable housing. Currently, Feijenoord has a high percentage of social housing, and the new project will continue to contribute with 15% designated as social housing and 50% as affordable. This is part of a "sliding puzzle" strategy, where social housing residents from other parts of the neighbourhood can relocate to upgraded housing, allowing for incremental improvements throughout the area (#6. Def). However, there is concern about maintaining affordable rents in newly built properties, as construction costs tend to drive up prices. Efforts are being made to find solutions, whether through existing buildings or nearby accommodations (#6. Def).

The development's complexity is compounded by the presence of multiple landowners, which makes establishing a cohesive vision difficult. This challenge extends to getting residents involved in participation. According to participant 5, while advisory councils like theirs are tasked with representing residents, low voter turnout in Rotterdam raises concerns about their true representativity.

> *"If the issues touch people emotionally, you'll see them engage more, but when it comes to purely aesthetic matters, it's much harder to get their involvement" – #5. Def*

This highlights the difficulty of maintaining long-term public engagement in different contexts and projects. In addition, there are a lot of different cultures living in Rotterdam, and that also means a lot of different languages and dialects. You might end up with 300 languages while trying to involve all residents.

Participant 3 paints a vivid picture of the current state of Piekstraat, describing it as an unsafe, poorly maintained area plagued by street racing, drug dealing, and crime.

> *"It's really unpleasant, unsafe, dark, unappealing, and expensive to park—though nobody dares park here. It's practically a drug zone" – #3. Def*

The area's safety issues have been compounded by its proximity to one of the most challenging neighbourhoods in Rotterdam, with gang violence spilling over into the street. Despite this, children from local schools still make their way to Skateland, navigating through trucks and poorly lit streets to reach their lessons (#3. Def).

The term "gentrification" is a prominent topic in discussions about the development. Feijenoord is a neighbourhood facing significant social and economic challenges, with 91% of homes classified as social housing and over 90% of children growing up in poverty. Nevertheless, it remains a dynamic community, populated by a proud and resilient population. The challenge is to revitalise the area in a way that preserves its character and does not displace those who have made it their home (#3. Def).

Finally, the area's industrial heritage must be taken into account when planning the redevelopment (#4. Def). Factories and businesses with over a century of history are part of the fabric of Feyenoord, and this legacy must be respected. At the same time, the ambition document outlines the need for sustainability and inclusivity in the redevelopment process, aiming to integrate green spaces and community facilities that will benefit both new and existing residents (#4. Def).

5.4.2 Liveability

The current planning regulations often present limitations to the potential for enhancing the liveability of a given area. One participant observed that planning regulations impose restrictions, limiting the options available to developers. This presents a significant challenge in an area that is primarily zoned for business, with no immediate neighbours except social housing units across the water, approximately seventy metres away (#6. Def). According to participant 5, the residents of the nearby social housing units are understandably preoccupied with their daily struggles. This may result in a lower response rate to engagement efforts. In contrast, homeowners in neighbouring areas have expressed significant concern about traffic issues, particularly in light of new housing developments currently underway.

"Traffic flow is critical, especially for our future buyers. It's just as important for us as it is for current residents" – #6. Def

An increase in traffic also affects the perception of liveability for those living across the street in privately owned homes. "If the traffic becomes too dense, it affects the quality of life and comfort for those on the other side of the street" (#6. Def). It is the responsibility of both the developers and the municipality to manage traffic effectively. Increased traffic also impacts the perception of liveability for those living across the street in privately owned homes.

The availability of local facilities and services is also a key factor in determining the liveability of an area. There has been a clear demand from residents for the provision of local amenities, including supermarkets and health centres (#3. Def, #4. Def, #6. Def). As more housing is added, the addition of a supermarket would be a logical and beneficial addition, despite the differing views of the municipality (#6. Def). It is also essential to include public spaces such as parks and courtyards.

"It is important to ensure that public or semi-public spaces are accessible, but we must also consider the potential drawbacks, such as noise or overuse by the general public" – #6. Def

However, achieving an appropriate balance between public accessibility and resident privacy and comfort can present a challenge. One such example is Sluishuis in Amsterdam, where public access resulted in disturbances, necessitating the installation of barriers after months of parties and littering (#6. Def). Participant 5 mentions, small improvements can make a big difference, such as greening the environment. Green spaces bring people together and have a connecting effect. But at the same time, he mentions, it is an interplay of factors, there is no single answer to the question of what makes the neighbourhood more liveable. Physical barriers are typically straightforward to address (#5. Def), however the key question here is, how we can enhance the mental wellbeing of the existing population in line with current developments.

At the heart of that issue is the need for social cohesion. The community must feel integrated, and creating shared spaces that facilitate interaction between new and existing residents is key. Supermarkets and other everyday facilities bring people together, offering opportunities for interaction across generations and backgrounds (#5. Def). Yet, addressing the needs of a highly diverse population remains challenging.

"While some people in the area focus on planting flowers, we rarely see involvement from residents of Moroccan or other ethnic backgrounds" - #3. Def

People often underestimate the significance of where they live. Most residents stay in the same home for many years, and ensuring they feel comfortable is about more than just providing a well-designed house. "You can have a beautiful home, but if the surrounding environment isn't good, it doesn't matter," one interviewee mentioned. A key concern is ensuring that new developments connect seamlessly with surrounding neighbourhoods, rather than becoming isolated pockets.

The period before large-scale development is also seen as a crucial time for neighbourhoods. "Before development really takes off is often the most beautiful phase in these areas," another participant added, reflecting on the unique energy that comes with transformation (#3. Def). However, ensuring safety during this transition is essential. Managing construction well can help prevent accidents and disturbances, and if done right, these early stages can set the tone for successful placemaking. By being mindful of both safety and community needs, the groundwork can be laid for a vibrant and inclusive environment that enhances liveability.

Finally, gentrification is a concern. As Feyenoord continues to evolve, the rising cost of living could potentially displace long-standing residents. People need to understand that the developments are for their benefit, we need to reassure them that they won't be pushed out by higher costs (#3. Def).

5.4.3 Citizen engagement

The participation process in the urban development of Piekstraat is still in its initial stages, with the level of direct involvement of local residents currently limited. Up to this point, the primary form of participation has been the organisation of an information market by the municipality and the developers, which has provided residents with the opportunity to gain further insight into the project and raise any concerns they may have (#6. Def, #4. Def). While this event represented a significant step towards community involvement, participants in the interviews for this study highlighted potential challenges and offered recommendations for future involvement. The participants' diverse backgrounds have resulted in a number of valuable insights and general observations regarding approaches to participation and civic engagement.

Participant 6 stressed the benefits of transparent and uniform communication, emphasising the necessity of providing all parties with consistent information to foster trust and collaboration. It was suggested that in the future, a consistent approach to information sharing would be beneficial. (#6 Def) This highlights the necessity for streamlined information sharing, ensuring alignment between residents, developers, and municipalities to reduce misunderstandings and confusion. An insight shared by all participants (#6. Def, #5. Def, #4. Def, #3. Def).

A number of participants highlighted the potential for participation efforts to fall short if not carefully structured. As one participant noted, their organisation had not engaged directly with residents until the municipality organised an information session (#6. Def). This is indicative of a broader challenge in urban development, where engagement frequently occurs late in the process, resulting in a lack of resident input at an earlier stage. However, there are still uncertainties throughout the project area regarding the rezoning of properties and the possibility of housing development. These create exceptional circumstances.

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Participant 5 emphasised that a significant proportion of residents, particularly those from social housing, lack awareness of and input into the decision-making process. It was noted that many residents face daily challenges, such as poverty or language barriers, which make participation difficult.

"They are simply trying to survive" - #5 Def

This highlights the importance of focusing on the immediate residents, as these individuals are the most affected by the changes yet often feel their input is not taken into account.

Furthermore, Participant 3 highlighted the challenges of engaging a diverse community like Piekstraat's, where different demographics have varying levels of interest and ability to participate. It was noted that while some younger residents and families are keen to become involved, long-term residents often feel detached from the process. The majority of residents in Wijk Feyenoord appear to be uninvolved. This emphasises the necessity for a strategic approach to community engagement that not only encourages participation but also facilitates the development of relationships and trust over time.

The importance of building relationships and trust was highlighted by several participants, who noted that residents are more likely to engage if they perceive a direct impact from the development on their own circumstances. Participant #5 highlighted that for many residents, the prospect of participation is unlikely to be a priority unless they have a personal interest in the project. They explained,

"If I can't live there, what's the point?" - #5. Def

This indicates that participation initiatives must be presented in a way that aligns with residents' immediate concerns and circumstances.

It was also recommended that hybrid engagement models should be employed in order to overcome some of the practical difficulties encountered by residents. For instance, Participant #5 proposed a combination of digital and in-person participation options to reach a broader audience. This is especially crucial in areas where language barriers or digital illiteracy might otherwise impede residents' ability to contribute.

In addition to the aforementioned recommendations, participants emphasised the importance of managing expectations throughout the participation process. Participant 4 stated that when residents are aware of their role and the realistic impact of their input, it fosters a more cooperative environment. He likened the development process to that of building with LEGO, where different contributions can enhance the final outcome.

"You never buy a LEGO set without the minifigures included, and often a tree and a green space" - #4. Def.

This metaphor effectively captures the essence of building as a collective process that involves not only constructing the building but also considering the people inside.

While participation in Piekstraat has so far been minimal, the reflections and suggestions provide valuable guidance for future engagement efforts. Building relationships, addressing the practical barriers to participation, and clearly communicating the scope of residents' influence will be crucial in fostering a more inclusive and effective participation process moving forward (#6. Def, #5. Def, #4. Def, #3. Def).

5.4.4 Conclusion: key take-aways

Table 8: Key take-aways - Case 2

Key take-aways - Case 2	
Participation	**Liveability (public space)**
• **Transparent and consistent communication:** Ensure uniform information sharing among all parties to reduce confusion and build trust. • **Early engagement:** Begin community involvement at the earliest stages of urban development to give residents a real opportunity to influence decisions. • **Focus on immediate residents:** Prioritize engagement with those living closest to the development, as they are the most impacted and often feel excluded. • **Address barriers to participation:** Acknowledge and address practical barriers such as poverty, language barriers, and digital illiteracy. • **Hybrid engagement models:** Use both in-person and digital forms of engagement to reach a broader audience, especially in communities with language and digital challenges. • **Building relationships and trust:** Invest in long-term relationship-building and trust to foster meaningful engagement. • **Managing expectations:** Clearly communicate the role residents will play and the realistic impact of their input, fostering a cooperative atmosphere. • **Tailored participation:** Participation must align with residents' immediate concerns and priorities, ensuring they see personal value in engaging. • **Use of community ambassadors:** Leverage enthusiastic community members as ambassadors to help bridge the gap between developers and the wider community.	• **Balance between development and existing community:** Ensure that new developments consider the needs of current residents, particularly those in social housing, so they feel included and not displaced by the changes. • **Green spaces and public amenities:** Incorporate green spaces, recreational areas, and public amenities into urban developments to enhance the quality of life for all residents. • **Inclusive housing options:** Provide diverse housing options that cater to different income levels and needs to avoid creating exclusive, high-cost areas that exclude lower-income residents. • **Cultural inclusivity:** Acknowledge and address the cultural and social diversity of the community by fostering environments where everyone feels welcome. • **Long-term vision:** Developers and municipalities should adopt a long-term approach that focuses on liveability beyond the immediate project scope. • **Accessibility and mobility:** Ensure that developments are well-connected to public transportation and other essential services, making it easier for residents to move around the area without relying solely on cars. • **Safety and security:** Address safety concerns by incorporating designs that promote natural surveillance, well-lit streets, and community-oriented spaces to make the neighborhood feel secure and inviting.

Elaboration:

Participation

Transparent and consistent communication: Ensure uniform information sharing among all parties to reduce confusion and build trust (#6. Def, #4. Def).

Early engagement: Begin community involvement at the earliest stages of urban development to give residents a real opportunity to influence decisions (#6. Def).

Focus on immediate residents: Prioritize engagement with those living closest to the development, as they are the most impacted and often feel excluded (#5. Def).

Address barriers to participation: Acknowledge and address practical barriers such as poverty, language barriers, and digital illiteracy. Tailored approaches are necessary to reach these residents (#5. Def).

Hybrid engagement models: Use both in-person and digital forms of engagement to reach a broader audience, especially in communities with language and digital challenges (#5. Def).

Building relationships and trust: Invest in long-term relationship-building and trust to foster meaningful engagement. Residents are more likely to participate if they believe the development impacts them directly (#3. Def, #5. Def).

Managing expectations: Clearly communicate the role residents will play and the realistic impact of their input, fostering a cooperative atmosphere (#4. Def).

Tailored participation initiatives: Participation must align with residents' immediate concerns and priorities, ensuring they see personal value in engaging (#5. Def).

Use of community ambassadors: Leverage enthusiastic community members as ambassadors to help bridge the gap between developers and the wider community (#6. Def).

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Liveability

Balance between development and existing community: Ensure that new developments consider the needs of current residents, particularly those in social housing, so they feel included and not displaced by the changes (#5. Def).

Green spaces and public amenities: Incorporate green spaces, recreational areas, and public amenities into urban developments to enhance the quality of life for all residents. These elements promote social cohesion and improve the overall environment (#4. Def).

Inclusive housing options: Provide diverse housing options that cater to different income levels and needs to avoid creating exclusive, high-cost areas that exclude lower-income residents (#5. Def).

Cultural and social inclusivity: Acknowledge and address the cultural and social diversity of the community by fostering environments where everyone feels welcome. This includes integrating spaces for social interaction and ensuring facilities are accessible to all demographics (#3. Def, #5. Def).

Long-term vision for liveability: Developers and municipalities should adopt a long-term approach that focuses on liveability beyond the immediate project scope. This includes planning for future needs and ensuring that infrastructure and services will support a growing community (#4. Def).

Accessibility and mobility: Ensure that developments are well-connected to public transportation and other essential services, making it easier for residents to move around the area without relying solely on cars (#4. Def).

Safety and security: Address safety concerns by incorporating designs that promote natural surveillance, well-lit streets, and community-oriented spaces to make the neighbourhood feel secure and inviting (#4. Def).

Liveability

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5.5 Advice input

This section, having analysed both cases 1 and 2, discusses the comparability between the two by outlining the differences and similarities. The focus here is on socio-economic characteristics, which can have a big influence on the content of advice. The lessons learned from the Defensie-eiland case and, in general, from the interviews are then applied to the four challenges described for Piekstraat.

5.5.1 Comparability Defensie-eiland and Piekstraat

Defensie-eiland and Piekstraat share several similarities and differences, making Defensie-eiland a suitable case study for deriving lessons learned from, and Piekstraat an ideal case study for applying lessons to. Both areas are considered urban areas of historical value to the surrounding area, situated in a similar position in connection to the water, and have similar goals for better integration with the city. One differentiating factor that makes Piekstraat suitable for an advisory is that it is in an earlier stage of development than Defensie-eiland, so the advice can still be relevant. Also, the demographics of the resident groups in the area are different and more challenging in Piekstraat, so the advice can still be useful for citizen engagement in the project.

While some differences may prove beneficial to the study, there are also differences that make formulating an advice challenging because they may impact the study's generalizability. These can be classified into three categories: historical, geographical, and demographic.

History

Both Piekstraat and Defensie-eiland share a rich history that has shaped their characteristic identity, rooted in the one in industrial and in the other in military functions. Piekstraat, situated in the old port of Rotterdam, has a rich industrial heritage marked by factories and workshops that drove the region's economy, focusing historically on port functions with little emphasis on living and recreation. Similarly, Defensie-eiland has a military background, serving as a crucial logistics hub for the Defence forces, making it inaccessible to the public for years. Both locations are characterized by valued historical buildings, facing the challenge of preserving their heritage while transitioning to modern living and working spaces. This shift from functional to liveable space is a central theme in the development of both Piekstraat and Defensie-eiland.

A big difference between the two areas lies in the status of their activities at the time of sale. For Defensie-eiland, all military operations had already ceased prior to its sale, leaving the area vacant and ready for redevelopment. In contrast, Piekstraat still has several stakeholders actively utilizing the land, which introduces complexities in the development process. The presence of these ongoing businesses means that the availability of land for redevelopment is limited and must be carefully negotiated. As a result, the development strategy for Piekstraat will require a phased approach, accommodating existing tenants and gradually transforming the area over time. It is therefore crucial to involve the relevant stakeholders – including the local residents – from the initial stages of the project.

Additionally, the involvement of multiple development parties in Piekstraat adds another layer of complexity. Each stakeholder may have different visions and objectives for the area, necessitating collaborative planning and coordination to ensure a cohesive development strategy for a liveable area.

Location

Both Piekstraat and Defensie-eiland are defined by their proximity to water, which, while visually appealing, also imposes significant constraints. The presence of water acts as a physical barrier, complicating connectivity to surrounding urban areas and leading to a degree of isolation. Piekstraat's location along the Nieuwe Maas separates it from central Rotterdam, limiting direct access to public transport and commercial centres via bridges, tunnels, or ferries. This challenge can diminish social

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cohesion and increase urban isolation. Similarly, Defensie-eiland is entirely surrounded by water, with limited connections to Woerden's city centre despite existing bridges. This situation creates congestion for pedestrians and vehicles, adversely affecting accessibility and hindering the potential for a vibrant, interconnected living environment.

The different urban contexts of Piekstraat and Defensie-eiland have a significant impact on their dynamics. Piekstraat, located at the edge of Rotterdam, is in a position to benefit from growth opportunities, but also faces competition and pressure on local initiatives. In contrast, Defensie-eiland, within the smaller municipality of Woerden, fosters direct community engagement and citizen participation, even though this results in reduced economic scale and limited facility diversity. These contrasting characteristics have a significant effect on the development and engagement potential in both areas.

Demographics

The demographic differences, as shown earlier (§7.3 & §8.3), between Piekstraat and Defensie-eiland significantly affect their comparability in the case studies. These socio-economic differences may explain the biggest differences in willingness of civic engagement.

The biggest differences between Defensie-eiland and Piekstraat can be found in migration background, average income and education level. The average income per resident in Feijenoord is €20,000. A significant proportion of households (26%) are below the social minimum, and the population has relatively low levels of education, with 44.2% classified as having low levels of education. By way of comparison, the average income per resident in the Inner City of Woerden is €38,600. Only 4% of households live below the social minimum, and the population is significantly more educated, with only 19.4% considered low-educated. People with lower incomes and education levels tend to be less involved in political and social processes, partly due to a lack of access to information or time and resources to participate in participatory processes. Therefore, it may be the case that residents with significantly lower incomes set priorities that focus on their daily survival needs.

On the difference in migration backgrounds, in summary, diversity in Feijenoord may make civic engagement more complex due to cultural and language barriers, while the more homogenous population in the Binnenstad neighbourhood may have easier access to participation. This difference calls for adapted strategies for inclusive participation in both areas. While the overall number of registered crimes in Feijenoord is declining, the rate of serious crimes, including assault, threats, and weapons trafficking, has reached a relatively higher level. In contrast, a lower number of serious crimes is recorded in the Binnenstad neighbourhood, although the number of cases of theft is increasing. It can be reasonably assumed that these crime rates will have a negative effect on residents' trust in their neighbourhood, thus affecting their willingness to participate in civic activities.

Health also plays an important role, with figures for perceived health and limitations due to health problems varying widely. In Feijenoord, 66% of residents aged 18-64 report experiencing their health as good, while for residents aged 65 and over, this figure drops to 51%. In the Binnenstad neighbourhood, the figures for perceived health are higher, with 88% of younger residents (aged 18-64) considering their health to be good, and 67% of those aged 65 and over. The rates for health limitations are also lower than in Feijenoord, suggesting that a higher proportion of the population in Woerden has fewer health problems affecting their daily lives. This could mean that more residents are physically able to be involved in participation activities, although again, the older population may have more specific needs.

The age distribution of neighbourhood residents is important in several respects. For instance, young people are generally more knowledgeable about the digital world, where older people may have more difficulty. Feijenoord has a higher share of young people, both in the 0-15 and 15-25 categories, and relatively less elderly population. Binnenstad, on the other hand, has a much lower amount of young population and a higher share of over-65s.

Binnenstad

Feijenoord
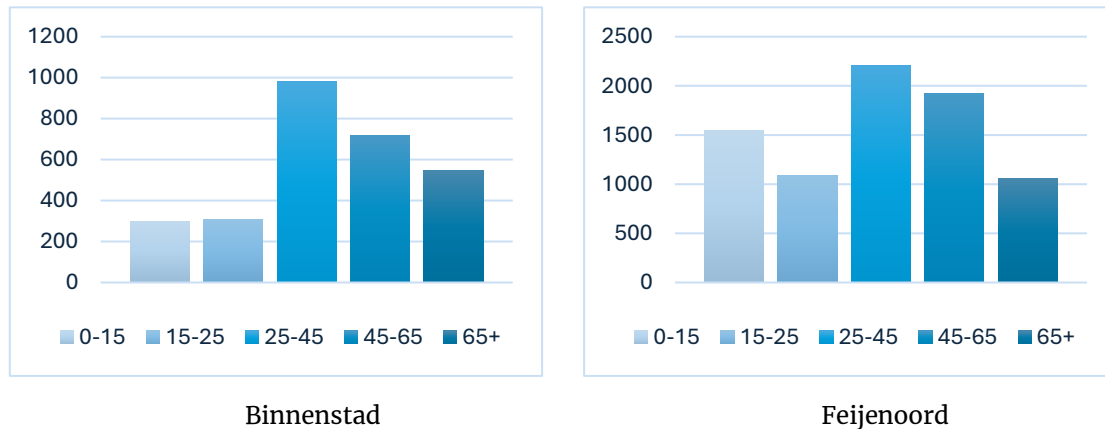
It is important to consider the impact of demographic differences when applying findings from one area to another. The diverse environment of Piekstraat provides valuable insights into meeting a wide range of community interests and challenges, while the more unified demographics of Defensie-eiland offer lessons on promoting engagement and participation in a less complex environment.

5.6.2 Applicability lessons learned to main challenges for Piekstraat

In the previous paragraph important differences between Defensie-eiland and Piekstraat regarding the history, location and demographics of both areas were discussed. In this paragraph the comparability of the two areas regarding the four main challenges that were identified for the development of Piekstraat as a liveable area is discussed. Herein the differences regarding history, location and demographics will be considered as well.

The previous section outlined the key differences between Defensie-eiland and Piekstraat, examining their historical development, geographical setting, and demographics.

This section builds on that analysis by assessing the comparability of the two areas in relation to the four principal challenges identified for the citizen engagement during the development of Piekstraat as a liveable area. It will also consider the differences in terms of history, location and demographics.

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1. Ensuring inclusive participation.

The area is not easily accessible, and its physical relationship with the surrounding area is poor. Piekstraat is somewhat isolated due to its proximity to water. This negatively impacts the natural development of a vibrant local atmosphere. It's important to ensure inclusive participation.

- Similarities: Both Piekstraat and Defensie-eiland face the challenge of engaging diverse populations with varying cultural backgrounds and socio-economic statuses. In both areas, effective participation is critical for the success of development projects and achieving liveability.
- Differences: Piekstraat has a more diverse population with significant cultural and language barriers, while Defensie-eiland's demographic is relatively more homogenous, making engagement easier. Additionally, residents in Piekstraat experience lower income levels, impacting their ability to participate.
- Lessons learned: Defensie-eiland's approach to inclusive participation included tailored outreach and culturally relevant communication strategies. This emphasizes the importance of adapting methods to engage marginalized communities effectively.
- Applicability: Implementing bilingual outreach, using community ambassadors, and hosting culturally relevant events in Piekstraat can enhance engagement and ensure that diverse voices are heard in the development process.

2. Building trust.

For ensuring inclusive participation, building trust and overcoming resistance is a key factor.

- Similarities: Trust-building is essential in both locations to overcome resistance to development initiatives. Residents in both areas may have scepticism about the motivations behind projects.
- Differences: The historical context of mistrust may be stronger in Piekstraat due to past displacements and insufficient engagement, whereas residents in Defensie-eiland might be more open to participation due to positive experiences with past projects.
- Lessons learned: Defensie-eiland's emphasis on transparent communication and consistent follow-up helped foster trust among residents. Engaging early and sharing information regularly are vital in mitigating resistance.
- Applicability: Piekstraat can benefit from transparent communication strategies that consistently inform residents about project developments and community benefits, thus building trust and encouraging participation.

3. Balancing individual and collective needs.

- Similarities: Both projects must consider the balance between private preferences and communal interests. The design of public spaces should reflect the needs of both individual residents and the community as a whole.
- Differences: In Piekstraat, residents may have a stronger emphasis on personal survival needs due to lower socio-economic status, whereas Defensie-eiland residents might prioritize community-driven initiatives. The collective needs in Piekstraat could be overshadowed by immediate personal concerns.
- Lessons learned: The co-creation process in Defensie-eiland showed that allowing residents to voice both individual and collective needs leads to more inclusive and accepted designs. Flexibility in space design is essential to cater to various activities.

- Applicability: Facilitating co-creation sessions in Piekstraat that encourage residents to express their needs can help balance individual and collective interests. Ensuring spaces are adaptable to different activities will promote social cohesion.

4. Coordinating phasing of development.

One challenge in developing a liveable Piekstraat is coordinating the phasing of the development among multiple landowners:

- Similarities: Both Piekstraat and Defensie-eiland require effective coordination among various stakeholders to align development goals. Engaging the community is crucial in both projects to enhance liveability and ensure that the development reflects local needs and priorities.
- Differences: Piekstraat faces challenges due to its multiple landowners, which can lead to conflicting interests and priorities. In contrast, Defensie-eiland benefits from a more unified ownership structure, making decision-making and collaboration easier and more efficient. This can also have an effect on the development process, as evidenced by an interview with a stakeholder from Piekstraat. Given that part of the area is already being developed in Piekstraat, while the remainder is not, and no form of placemaking is being undertaken by the relevant parties, this results in an unwelcome merging of existing activities and construction.
- Lessons learned: Successful coordination in Defensie-eiland was achieved through clear communication and regular meetings among stakeholders. Engaging residents early in the planning process led to better acceptance and support for development initiatives, highlighting the importance of establishing common goals to minimize conflicts.
- Applicability: For Piekstraat, establishing a central coordinating body or leadership group to mediate between landowners can help align interests and facilitate decision-making. Incorporating citizen engagement into the development process can enhance transparency and foster collaboration among stakeholders. Regular stakeholder meetings, collaborative workshops, and public consultations tailored to the community will strengthen the connection between development goals and resident needs. Additionally, carefully phasing development can prevent the emergence of unsafe, unattended areas by ensuring that interim land uses are considered, fostering a sense of shared purpose and commitment to creating a cohesive urban vision that enhances liveability.

5.6 Advice Piekstraat

Advice on the four challenges

To foster a liveable and engaging environment in Piekstraat, it is essential to implement a comprehensive strategy that prioritizes citizen engagement throughout the development process. Here are key recommendations to enhance participation and ultimately improve liveability in the future development of the area:

1. Establish a central coordinating body: Create a leadership group to mediate between multiple landowners and stakeholders. This body should be responsible for ensuring that all interests are aligned and that the development reflects the community's needs. Regular meetings and updates will facilitate transparency and cooperation.

2. Engage residents early and continuously: Initiate participation processes at the earliest stages of planning. By involving residents from the outset, developers can foster a sense of attachment to the area and encourage active participation. This early engagement will also help identify

community priorities and concerns, ensuring that development plans align with residents' expectations.

3. Tailor participation methods: Adapt engagement strategies to suit the specific context and demographics of Piekstraat. Utilize a mix of in-person and digital methods to reach a broader audience, considering language barriers and differing levels of digital literacy. Encourage participation through accessible formats that invite diverse voices, particularly those of marginalized groups.

4. Co-creation as a tool for influence: Organize co-creation sessions where residents can actively shape the development process. These sessions should prioritize constructive feedback and facilitate genuine discussions on design and planning elements. Ensuring that residents' input is valued will enhance their commitment to the project.

5. Implement phased participation: Recognize that participation may need to occur in phases, allowing for ongoing community involvement throughout the development process. This approach can adapt to the evolving needs and preferences of residents, making it easier to manage expectations and incorporate feedback.

6. Utilize placemaking initiatives: While development is underway, employ placemaking strategies to enhance the liveability of the area. Create temporary uses for vacant or construction sites, such as pop-up parks, community gardens, or art installations, to keep the neighbourhood vibrant and engaging. These initiatives can foster a sense of community ownership and pride, making the area more attractive to residents and visitors alike.

7. Ensure transparent and consistent communication: Keep all stakeholders informed about development progress and community engagement efforts. Clear communication will build trust among residents and stakeholders, helping to manage expectations and reduce resistance to changes.

8. Monitor and evaluate engagement efforts: Continuously assess the effectiveness of participation methods and adapt them based on feedback from residents. Regularly solicit input on the engagement process to ensure it meets community needs and encourages ongoing participation.

Section V

Results

Synthesis

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6. Synthesis

This chapter presents a critical synthesis and presentation of the results obtained from both the theoretical and empirical parts together.

6.1 Qualitative synthesis

Recommendations from both case studies:

Having conducted an independent analysis of each case, identifying the key takeaways in terms of participation and liveability, the most common takeaways are presented below as recommendations for future use. By also treating liveability as a separate concept, we can demonstrate how inclusive participation can contribute to social sustainability and, consequently, liveability in the development of new neighbourhoods.

Participation

These overlapping themes emphasize the importance of early, tailored, and continuous engagement, managing expectations, building trust, and using flexible participation models to include a diverse range of voices in the urban development process.

Table 9: Participation recommendations

Participation recommendations	
Defensie-eiland	**Piekstraat**
• **Early engagement**: Start early to built engagement and excitement, fostering a sense of attachment to the area.	• **Early engagement**: Begin community involvement at the earliest stages to give residents a genuine opportunity to influence decisions.
• **Tailored participation**: Adapt participation methods to fit the specific context and community.	• **Tailored participation**: Align participation with residents' immediate concerns and priorities, ensuring they see personal value in engaging.
• **Managing expectations**: Clearly define non-negotiables, clarifying what aspects are open to input.	• **Managing expectations** Clearly communicate the role residents will play and the realistic impact of their input, fostering cooperation.
• **Hybrid engagement models**: Offer phased and varied participation, including group and individual feedback sessions.	• **Hybrid engagement models**: Use both in-person and digital engagement forms to overcome barriers like language and digital literacy.
• **Building relationships and trust**: Participation fosters trust and reduces resistance, providing long-term benefits.	• **Building relationships and trust**: Invest in relationship-building to ensure meaningful engagement and trust over time.
• **Constructive feedback**: Encourage constructive contributions to prevent opposition from dominating the discussion.	• **Constructive feedback**: Focus on positive input to build a cooperative and solution-oriented process.
• **Follow-up and feedback loop**: Ensure regular follow-ups to show how feedback influenced the project.	• **Follow-up and feedback loop**: Maintain ongoing communication to manage expectations and build trust.
• **Participation as risk managment**: Effective participation helps manage resistance and positions developers as trustworthy.	• **Participation as risk managment**: Engagement reduces opposition and negative perceptions, supporting long-term cooperation.

Liveability

These overlapping themes emphasize the importance of creating inclusive, adaptable, and community-focused environments that support diverse residents through green spaces, social infrastructure, and a long-term approach to liveability. Both projects underline the need for early engagement, fostering a sense of belonging, and ensuring that developments cater to a broad range of social, economic, and cultural needs.

Table 10: Liveability recommendations

Liveability recommendations	
Defensie-eiland	**Piekstraat**
• Balance between private and collective spaces: Collective spaces should be seen as an added benefit rather than a replacement for private spaces, offering flexibility and fostering natural interactions.	**• Balance between private and collective spaces:** Incorporate green spaces, recreational areas, and public amenities to enhance quality of life for all residents, ensuring they serve as an enhancement to the private spaces.
• Green spaces and public amenities: Incorporate parks, green areas, and pedestrian-friendly spaces to enhance liveability.	**• Green spaces and public amenities:** Prioritise green spaces and recreational areas in urban development to improve residents' quality of life.
• Inclusivity and social cohesion: Ensure inclusivity in both design and participation processes, catering to diverse needs and fostering belonging for all residents.	**• Inclusivity and social cohesion:** Provide diverse housing options for income levels and cultural backgrounds, fostering inclusivity and preventing social exclusion.
• Long-term social sustainability: Focus on building a community that can thrive over time, with environments that foster relationships, meet residents' needs, and adapt to changing lifestyles.	**• Long-term social sustainability:** Adopt a long-term approach to liveability, ensuring that developments continue to support residents' needs over time and are not limited to the immediate project scope.
• Engagement for liveability: Early engagement with residents during the planning and design phases ensures that their needs are considered, contributing to liveability.	**• Engagement for liveability:** Consider the needs of current residents, particularly those in social housing, to ensure they feel included in the process and benefit from the development.
• Cultural inclusivity and social infrastructure: Invest in social infrastructure (e.g., local initiatives or events) to help residents connect, enhancing liveability and social cohesion.	**• Cultural inclusivity and social infrastructure:** Acknowledge cultural and social diversity, fostering environments where everyone feels welcome and supported.
• Safety and security: Ensure collective spaces and public areas are inviting and safe for everyday social interactions.	**• Safety and security:** Incorporate designs that promote natural surveillance, well-lit streets, and community-oriented spaces for safety and security.

Comparison on participation recommendations:

Piekstraat highlights the importance of overcoming barriers to participation by focusing on underrepresented groups (like social housing residents) and utilizing hybrid models for inclusivity, while Defensie-eiland emphasizes earlier and continuous engagement with residents. Both areas stress the need for trust-building and transparent communication.

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So, how does inclusive participation contribute to liveable neighbourhoods?

Table 11: Recommendations on social sustainability concepts

Recommendation	Concept (social sustainability)	Explanation
Early engagement	Social inclusion	Early engagement involves residents from the outset, ensuring that diverse voices are heard and integrated into the planning process. This practice enhances social inclusion by making sure that all community members, particularly marginalized groups, have the opportunity to contribute and influence the development that affects their lives.
Tailored participation	Social equity	Adapting participation methods to fit the specific context of the community promotes social equity. By acknowledging and addressing the different needs, capacities, and interests of residents, tailored participation ensures that everyone has an equal opportunity to engage in the decision-making process.
Managing expectations	Social capital	Clearly communicating the role and impact of resident input fosters cooperation and understanding among community members. By managing expectations, residents are more likely to feel aligned in their goals and collectively invested in the outcomes, which contributes to social cohesion.
Hybrid engagement models	Social equity	Using both in-person and digital engagement methods can enhance social capital by building networks among residents. Hybrid models allow for greater interaction and collaboration, enabling community members to connect with each other and establish relationships that strengthen community bonds.
Building relationships and trust	Social cohesion	Investing in relationships and fostering trust among residents and between residents and developers enhances social cohesion. When community members feel connected and trust each other, it creates a supportive environment that encourages collaboration and a sense of belonging.
Constructive feedback	Social capital	Encouraging constructive contributions helps to build social capital by establishing a culture of open dialogue and collaboration. This not only empowers residents to voice their opinions but also strengthens community ties, as residents feel their input is valued and leads to positive change.
Follow-up and feedback loop	Social equity	Maintaining ongoing communication and showing how feedback has influenced the project fosters social equity by ensuring that all voices are acknowledged and their contributions are recognized. This transparency in the process builds trust and encourages continued participation from all community members.
Participation as risk management	Safety	Engaging residents in the development process can help manage resistance and mitigate conflicts, which contributes to a sense of safety in the community. When residents feel their voices are heard and respected, it reduces opposition and fosters a more secure and stable environment for everyone.

Incorporating the five concepts of social sustainability into the framework of inclusive participation and urban development processes reveals several interconnected benefits for creating liveable neighbourhoods:

- Social equity: This is supported through tailored participation and clear management of expectations, ensuring that all community members can engage effectively.
- Social inclusion: This is fostered by early engagement and hybrid methods that reach out to diverse groups, ensuring their perspectives are valued.
- Social capital: This is enhanced through relationship-building and constructive feedback, creating networks of trust and collaboration that strengthen community ties.
- Social cohesion: This is achieved through active resident engagement and the promotion of safe public spaces that encourage community interactions and a sense of belonging.
- Safety: This is prioritized in design and engagement processes, ensuring that residents feel secure and empowered to participate in their community actively.

Ultimately, these concepts emphasize that inclusive participation is not just a process; it is foundational to building sustainable, vibrant, and resilient communities that reflect the needs and aspirations of all their residents.

6.1.1 Important factors in inclusive citizen participation

- Combination of digital and in-person participation (individual vs collective choices)
- Different people, different ideas, priorities, needs and desires (individual vs collective choices)
- Quality and quantity of citizens' input

So, how are we going to tackle those factors?

- Reaching the unreachable
- Phygital participation model

(Dis)incentivizing factors for citizen engagement

The primary objective has been to identify and address disincentivising factors. To develop an effective strategy, these factors are again included but translated into solutions. The incentivising factors are employed in a more direct manner as recommendations and actions for inclusive participation.

Table 12: (Dis)incentivizing factors for citizen engagement

Incentivizing	Disincentivizing
• Rewards (non-monetary/monetary) • Personal stake • Simple and easy-to-use interface • Gamification • Feeling of ownership • Relevance • Community building • Reputation	• Lack of digital literacy • Lack of time • Inadequate resources • Language barriers • Discomfort with digitalization • Tone of discussion • Top-down approach to urban planning • Distrust in institutions • Lack of interest • Different priorities • Lack of knowledge

6.2 Validation: Surveying residents

6.3 Reaching the unreachable

How do we reach the unreachable??

Involving hard-to-reach residents in urban development projects is an essential but challenging task. Ubels et al. (2020) findings suggest that it is not only dissatisfaction that fuels involvement, but also the desire to maintain a satisfactory level of liveability. This is particularly relevant for the target group of older residents, who often face constraints such as age and health, which may influence their willingness to participate in participation initiatives.

Non-engagement

Results show that recently involved residents were generally more positive about liveability in their community than those who were not recently involved. This suggests that the motivation to participate in liveability initiatives does not stem solely from dissatisfaction, but also from a strong social and affective attachment to the community. This highlights the importance of maintaining a satisfactory level of liveability as a motivational factor for involvement. Interviews from the same research revealed that many respondents indicated that lack of capacity, such as age and health limitations, hindered their participation in activities. Other reasons for non-participation included priorities, such as lack of time, and the view that the government should be responsible for improvements in the community.

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This highlights that participation efforts should focus on removing these barriers and providing practical support to residents. Findings also show that civic engagement is unevenly distributed across the population. Higher-educated, older men with higher incomes were generally more involved. This suggests that education, gender and income are significant factors influencing the level of involvement. For older respondents, there is often a sense of inadequacy that can hold them back from participation. This requires a targeted approach to engage these groups too and make them feel that their contribution is valuable.

Strategies for involvement

To increase the involvement of hard-to-reach residents, developers and planners can consider several strategies. They can develop targeted communication campaigns that address the specific needs and preferences of older residents. Use visual aids and local platforms to make information accessible. Or organise informal meetings where residents can share their concerns without pressure. Provide a safe space where residents feel free to contribute. Try to work with local organisations that already have contact with hard-to-reach residents. These intermediaries can help build trust and encourage residents to participate. Offering different ways of involvement, such as online platforms and flexible meeting times, also accommodates residents' limitations.

Who are the (un)reachable?

Table 13: Who are the (un)reachable

Unreachable	Reachable
• Young people • People with intellectual disabilities • People with physical disabilities • Elderly people • People with a migrant background • People with a lower income • Pressure-working adults • People with a low level of education	• Starters/Yuppies/Highly educated people • Older adults • Higher-income people • Active community members • People from migrant backgrounds

The more diverse the population of your municipality, the more diverse the solutions you need to implement to ensure inclusive participation. It is important to ensure that all groups with an interest in the issue are represented, rather than just the usual 10 individuals whose opinions have been heard on numerous occasions. Furthermore, inclusive participation helps to prevent the further growth of political apathy and disinterest.

Every municipality has a distinct population profile, shaped by the diverse individuals who make up its population. To engage them effectively, it is essential to identify their specific needs and preferences regarding participation. Once there is a clear understanding of the preferred methods of participation among your residents, you can develop strategies that will lead to the highest possible participation rate.

Overview by target group on how to reach.

1. Those with higher education qualifications

- Barriers: Time constraints, typically due to work or other commitments.
- Opportunities: These individuals possess a high level of digital skills, intrinsic motivation to influence their living environment, access to online tools, and a robust social network.

2. Those with lower levels of education

- Barriers: Those with low digital literacy may lack the confidence to participate in the process, and may also be unaware of the opportunities available to them.
- Opportunities: There is a strong interest in local projects that have a direct impact on the living environment and benefit from physical participation sessions and clear communication.

3. Older people

- Barriers: There is a lack of digital literacy, limited mobility and less involvement in the rapid changes to urban development. The discussions were conducted at an unnecessarily fast pace, and the use of unfamiliar jargon was excessive. Complex user interfaces, small text sizes and a lack of clear instructions are some of the main barriers to accessibility.
- Opportunities: The availability of time, intrinsic motivation to improve their living environment and benefit from offline and face-to-face participation methods are key factors.

4. Young people

- Barriers: The lack of time available (due to study or work commitments), lack of interest or knowledge about urban development, and limited involvement in traditional forms of participation represent significant barriers to engagement. The settings are often too formal, and their opinions are not given sufficient value.
- Opportunities: Those with high digital skills, who are active users of online platforms and social media, may be attracted by gamification and innovative forms of participation.

5. Working (full-time/part-time)

- Barriers: Time constraints due to demanding work schedules and limited availability to attend physical meetings during office hours.
- Opportunities: These individuals can be reached through digital platforms outside of office hours, such as online questionnaires, webinars or participation apps.

6. Migrants and people from non-Western backgrounds

- Barriers: Language barriers, lack of trust in government or official institutions, limited access to information and restricted social networks.
- Opportunities: Local community leaders and cultural organisations can facilitate engagement, while small-scale, face-to-face participation and translated information can boost confidence.

7. Those on low incomes

- Barriers: Lack of time and resources to participate, limited access to digital platforms, and a lack of confidence in the impact of their participation.
- Opportunities: It is recommended that projects be focused on that directly improve the quality of life of the participants, that accessibility be provided through local organisations and physical sessions, and that low-threshold and concrete benefits be offered (such as financial rewards or immediate improvements). We offer free transportation and participation. It is advisable to select an online platform that is also compatible with older devices.

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8. Active local residents

- Barriers: There is a risk of an overrepresentation of their interests, which could result in other groups being underrepresented.
- Opportunities: They demonstrate a high level of intrinsic motivation and involvement in local projects, as well as a robust social network and often possess advanced digital skills.

9. Inactive local residents (such as those who are socially isolated)

- Barriers: A lack of social networks, a sense of powerlessness, and a lack of trust that their views will be heard are the main barriers to engagement.
- Opportunities: This can be accomplished through a personal approach and targeted outreach programs, small-scale meetings, or community activities. It would be beneficial to collaborate with key figures and facilitators, as well as arrange meetings in locations that are comfortable and familiar to all parties involved.

10. Those with digital proficiency

- Barriers: There is a lack of interest in offline participation and physical meetings.
- Opportunities: These individuals can be reached with relative ease through online platforms, apps, and digital surveys. They are also quick to provide feedback and participate in online discussions.

11. Those with less digital proficiency

- Barriers: The lack of internet access or low digital skills may result in digital exclusion, as well as a preference for offline interaction. Complex user interfaces, small text sizes and a lack of clear instructions are among the main barriers to engagement.
- Opportunities: It is possible to provide accessibility through physical meetings, information on paper, or help navigating digital platforms.

12. People with physical disabilities

- Barriers: Those with limited mobility may encounter difficulties in participating in meetings physically. There is a lack of accessibility to public spaces and infrastructure, including venues for participation sessions. There is a lack of adaptations on digital platforms, such as the absence of screen readers or subtitles for the hearing impaired.
- Opportunities: Digital participation can be a viable solution, provided that the platforms are accessible (e.g. use of speech recognition, subtitling, or compatibility with assistive technology). Online platforms may offer a more accessible option for home participation. By focusing on accessible spaces and mobility assistance, it is possible to enable physical meetings.

13. People with intellectual disabilities

- Barriers: The complexity of information and language used during participation processes presents a challenge. The absence of adapted communication formats, such as simplified language, pictograms, or supportive guidance, during meetings. It is less likely that they will be actively involved due to preconceptions about their ability to provide meaningful input.
- Opportunities: It is possible to adapt participation processes by using simpler language, visual aids and step-by-step explanations. Smaller, more intimate meetings with the appropriate support can facilitate greater engagement. By creating safe and inclusive spaces where individuals can share their experiences at their own pace, engagement levels can be increased.

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6.3.2 Phygital participation method

Conclusion on phygital participation

The integration of both technological and non-technological tools is crucial in fostering inclusive citizen engagement in urban area development. Each category plays a distinct yet complementary role in enhancing participation, ensuring that diverse voices are heard, and meeting the varying needs of the community.

- Technological tools: Digital platforms, apps, and online forums provide efficient, accessible means for citizens to share their input, access information, and engage with decision-makers. These tools can facilitate real-time communication, gather data through surveys, and analyse feedback to inform development processes. By incorporating gamification elements and reward systems, technology can motivate participation, particularly among younger demographics who may be more comfortable with digital engagement.

- Non-technological tools: In-person meetings, workshops, and community events remain vital for creating personal connections and building trust among residents. Non-technological methods allow for deeper discussions, enabling residents to express their views in a supportive environment. They can also cater to individuals who may be less comfortable with digital tools due to age, language barriers, or limited access to technology. These face-to-face interactions foster community cohesion and encourage dialogue, making citizens feel valued and heard.

Benefits of combining both approaches

1. Broader reach: By employing both technological and non-technological tools, engagement strategies can reach a wider audience. Those who prefer digital methods can participate online, while others can engage through traditional means, ensuring no one is left behind.

2. Enhanced inclusivity: This hybrid approach can accommodate the diverse demographics within a community. For instance, individuals with varying levels of digital literacy or accessibility needs can find a suitable platform for engagement, thus fostering inclusivity.

3. Improved feedback quality: Combining tools allows for the collection of both quantitative data (through surveys and apps) and qualitative insights (from discussions and workshops). This comprehensive approach ensures a richer understanding of community needs and preferences.

4. Stronger community bonds: While technological tools can streamline processes, non-technological methods are essential for nurturing relationships and trust. By facilitating both types of engagement, developers can create a sense of belonging and ownership among residents.

In summary, leveraging the strengths of both technological and non-technological tools is essential for creating a more inclusive and effective citizen engagement process in urban area development. By fostering diverse forms of participation, communities can build trust, enhance liveability, and ensure that development projects reflect the true needs and aspirations of their residents.
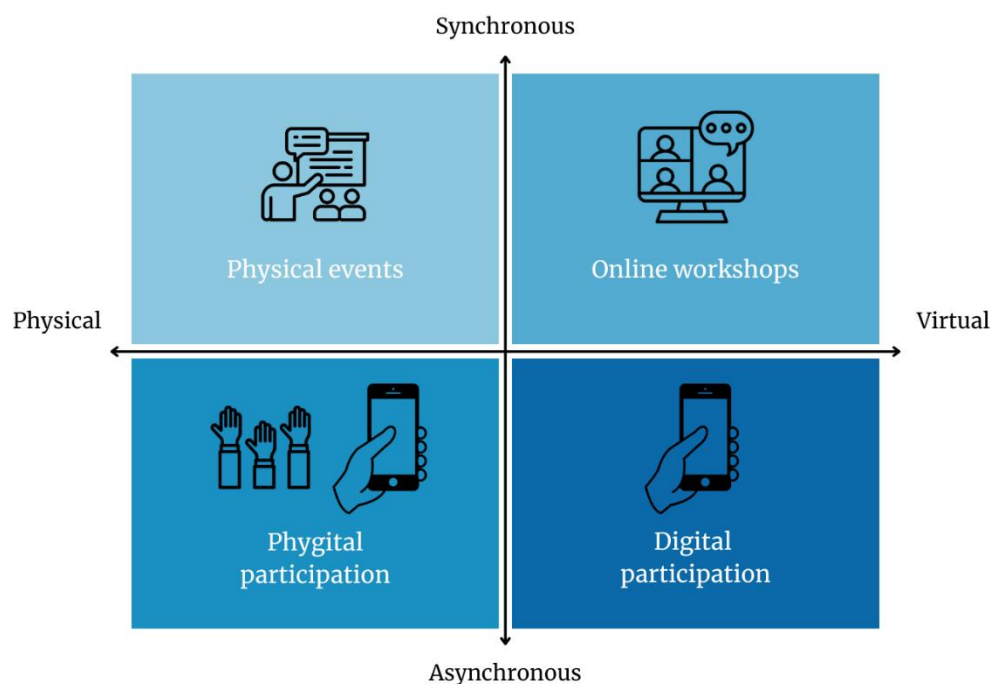
Figure 22: Phygital participation (adapted from (GoVocal, 2024))

Digital to enhance traditional

The advantages of the hybrid model extend beyond greater reach and representativeness. Furthermore, it is an effective method for streamlining operations. Digital platforms enable the rapid analysis of information, real-time feedback and virtual meetings, tasks that would otherwise require significant time and resources. This enables a greater focus on what is truly important: encouraging meaningful dialogue and fostering a sense of belonging.

Online for the young, offline for the old? Reality is more complex

It is important to note that preferences for participation do not always align with stereotypes. In fact, they can vary significantly between individuals within the same demographic group. For instance, not all teenagers are proficient in digital communication, and some prefer to interact in person, for instance through meetings. Conversely, a significant proportion of the senior demographic is also highly proficient in the use of technology. For this group, the ability to participate in dialogue from home may be a more convenient option than commuting.

This is one of the most significant findings from the survey in Woerden. The group of individuals aged 70 and above who completed the survey did not provide a compelling argument against the use of digital tools. Conversely, a significant proportion of middle-aged participants expressed opposition to these measures.

6.4 Engagement strategy: The final design

A distinction can be made between an internal and external strategy for the entrepreneurial party. First of all, there are a few goals that need to be clearly established internally from the organising party, the how, when and who and most importantly:

A clear goal: Your participation vision must first be clear within the organisation before it can be communicated to the outside world. What is the reason for requesting input the residents. Participation can lead to extra quality, social cohesion, security and support for a project.

6.4.1 Internal strategy

The first step to ensuring a successful engagement strategy is to clearly define and articulate it internally, ensuring all team members involved are aware of the plan. In other words: Clarify your goals. The structure in which this drafting of the engagement plan is woven consists of four steps:

1. Formation
2. Communication
3. Execution
4. Evaluation

Step 1

The first step consist of the formation of the engagement plan. Within step 1 of the formation, three boxes are drawn: The How, When and Who.
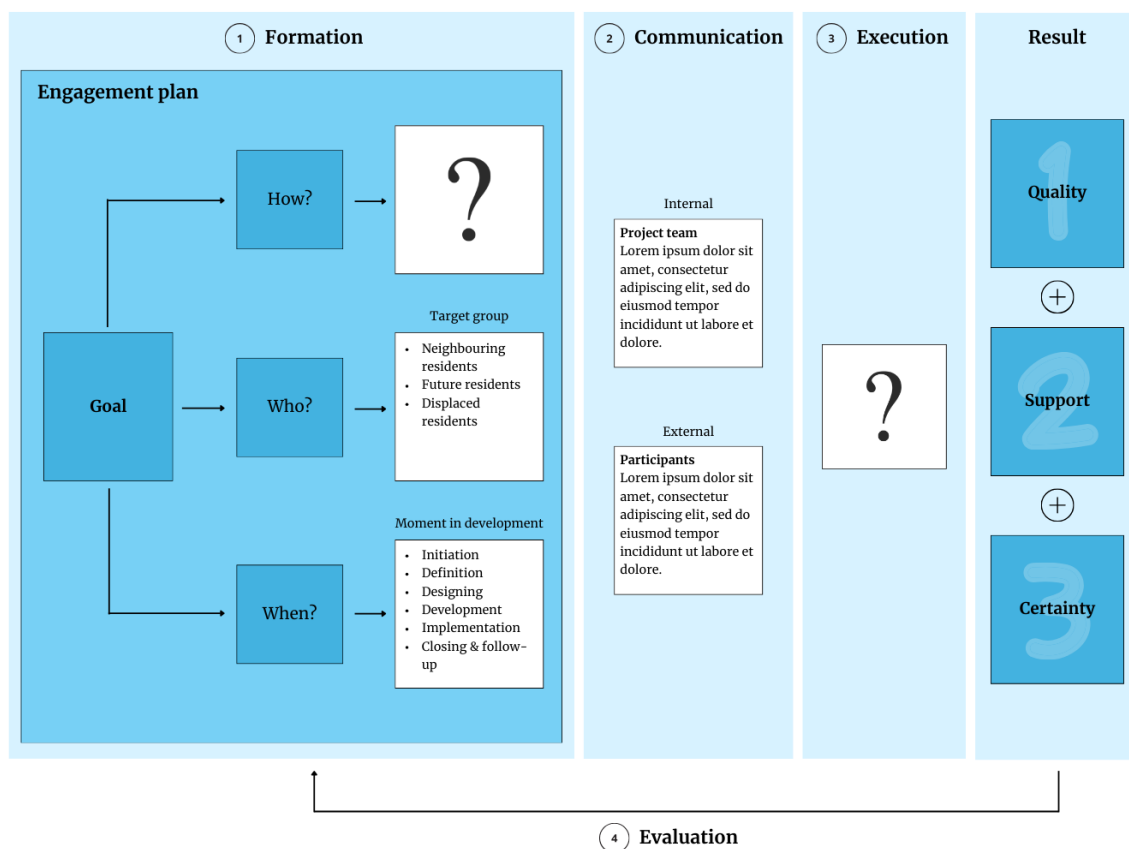
Figure 23: Internal strategy (Own figure)

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How: The Engagement Plan

To ensure an effective participation process in urban development projects, it is essential to implement a structured approach.

1. Inform and consult: Always keep the local community informed about the details of the urban development project. Regular updates help to create a foundation of trust and transparency.

2. Build support: Engaging and enthusing residents while providing a direct contact point fosters a sense of ownership, which is crucial for garnering support for the project.

3. Enhance certainty: Consulting residents about the plans helps clarify expectations and enhances certainty prior to decision-making, leading to a smoother project implementation.

4. Quality input: Inviting participants to advise on the plans can significantly enhance the quality of the final project outcomes. However, it is crucial that advice is solicited within predefined parameters to maintain focus and effectiveness.

When:

Timing is a critical factor in the success of community participation in urban development projects.

1. Early engagement: Begin to build enthusiasm and support for the development project through participation as early as possible. Early involvement sets the stage for constructive dialogue and collective investment in the project's success.

2. Continuous participation: Participation should be woven into the entire project timeline. Engaging residents during various phases ensures that their input is valued and incorporated, enhancing the project's relevance.

3. Impactful moments: The most impactful moments for participation typically occur early in the project. This is when community sentiments can be shaped and aligned with the development vision.

4. Higher levels of involvement during realization: As the project moves into the realization phase, residents should be engaged at higher levels than mere information sharing. This could involve direct consultations, workshops, or collaborative decision-making processes.

Who: List of

Identifying and involving the right stakeholders is essential for meaningful participation in urban development projects.

1. Inclusive resident engagement: Residents should be involved throughout the entire project lifecycle. Their insights and preferences are critical to creating a development that reflects community needs.

2. Addressing incompatible interests: It is vital to separate stakeholders with conflicting interests, such as displaced residents, to ensure that their specific concerns are adequately addressed without undermining the overall project goals.

3. Involving new residents: New residents can play a crucial role in shaping the final design of public spaces. Their fresh perspectives can help create vibrant and functional community areas, in line with the principles of the Kijk op de Wijk method.

4. Dynamic participation: In ongoing participation models, the selection of participating stakeholders may change over time, reflecting evolving community needs and project phases.

Step 2:

The second step reveals the importance of communicating the engagement plan. Internally & externally.

Step 3:

The third step means executing the formulated plan, how to do this, will be explained later in further detail in the external strategy.

When executed as well as hoped, the engagement plan will result in three things:

1. More quality

2. More support

3. More certainty

Step 4:

As this study has shown, evaluation is one of the success factors for inclusive participation, both for the developer and for the residents who give their input and want to see how it has been dealt with. This is step 4, evaluation. Evaluation of the development process, but also of the participation process. Evaluation makes it possible to learn from things that went right and wrong for future processes.

6.4.2 External strategy/roadmap

Let's zoom in on the How? In essence, this is the engagement plan, or external strategy.

1

Clarify your goals
Create commitment within your team. Determine expected output. Are you identifying problems, devising solutions, or making decisions? Before launching, define what your main goals are. Do you want community members to share their ideas (ideation), allocate resources (participatory budgeting), or vote on different scenarios (poll)?

Key actions:
- Outline the engagement's purpose (e.g., problem identificaiton, ideation, budgeting, or decision-making).
- Ensure all team members and partners are commited to the defined goals.

2

Determine target audience
Who do you want to reach? How will you reach them? Determine which segments of the community should be involved in the engagement process. Ensure to focus on underrepresented or marginalized groups to achieve a more inclusive decision-making process. Tailor outreach strategies to the specific needs of these groups to encourage meaningful participation.

Key actions:
- Map out relevant participants
- Develop targeted outreach strategies to engage specific groups, ensuring inclusivity.

3

Develop a communication plan
An effective communication plan is crucial for attracting diverse participants. Utilize both digital (social media, newsletters) and traditional (local newspapers, flyers) channels to ensure widespread reach. Aim for transparency, clarity, and inclusivity in your messaging.

Key actions:
- Use a mix of online (social media, newsletters) and offline (flyers, town hall meetings) communication.
- Ensure your messaging is clear, transparent, and emphasizes the importance of participation.

4

Select tailored engagement tools
Select the most suitable engagement tools, depending on your project goals and target audience. For instance, if you're collecting input, use surveys, polls, or interactive maps. For more complex decisions, you might consider scenario planning through workshops or focus groups or participatory budgeting.

Key actions:
- Choose your tools based on your goals (e.g. surveys, polling, participatory budgeting, interactive mapping)
- Ensure tools are intuitive, accessible, and provide meaningful ways for the community to contribute.

5

Combine online and offline methods
To foster maximum engagement, offer both online and offline participation options. An online survey can easily collect data and input and is an easy way of data collection, while in-person meetings can facilitate more personal dialogue and involvement. Host hybrid events for those less comfortable with digital tools.

Key actions:
- Host hybrid events for residents who prefer face-to-face interaction, simultaneously promote digital tools.
- Simplify interfaces and spread clear instructions to reduce barriers to participation.

6

Facilitate active participation
Incorporate methods that encourage people to engage actively. To ensure that citizens engage meaningfully in the project development process, it's essential to incorporate methods that actively involve them. These techniques should be designed to make participation optimally accessible. Digital tools and platforms used for participation should be easy to navigate and intuitive.

Key actions:
- Organize interactive events where community members can collaborate in real-time.
- Use game-like elements (gamification) to make engagement fun and interactive.
- Provide non-monetary incentives

7

Ensure transparent communication
Throughout the engagement process, maintain transparency by sharing how feedback will be used. Clearly communicating what input was received, how decisions were made, and what actions will be taken is important. Transparency builds trust and sustains long-term engagement from the community.

Key actions:
- Share regular updates on project progress, including decisions made and why.
- Clearly report how citizen feedback is being integrated into development decisions.

8

Evaluate the process and outcomes
After the engagement process, **conduct a thorough (internal & external) evaluation** to assess its success and gather insights for future projects. Analyze participation data, assess whether the objectives were met, and collect feedback from the community on their experience. Use this evaluation to refine future citizen engagement strategies.

Key actions:
- Evaluate participation rates, inclusivity and effectiveness of engagement tools.
- Gather feedback from stakeholders on the process and outcomes.
- Adjust future strategies to ensure continuous improvement.

Figure 24: External strategy (Own figure)

Section VI

Discussion & Conclusion

Discussion

Conclusion

Reflection

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7. Discussion

This chapter presents a discussion of the theoretical and empirical findings of the research on inclusive citizen engagement in urban development. It focuses on the theme of "Reaching the Unreachable" and the suggestion that arises from the title, "Do we need to reach the Unreachable?" In this context, "unreachable" refers to groups that are traditionally harder to engage in participation processes, whether due to digital exclusion, language barriers, or general disengagement from urban planning topics.

7.1 Research discussion

Definitions

It is essential to define key research concepts like citizen engagement and liveability. To prevent misinterpretation, it is crucial to establish clear boundaries around the definition of each term. This research has selected specific definitions to guide the discussion, but there are many alternatives in the literature. The definitions aim to encompass the scope, but interpretations may still differ.

The social complexity of the study provided valuable insights and also highlighted certain limitations. The broad nature of concepts like liveability and inclusivity allowed for a wider scope. However, this also made it challenging to maintain a single, focused research question. For example, several engagement strategies and levels of inclusivity were discussed, each with nuanced interpretations. It would be beneficial for future research to aim to establish more precise definitions, enhancing clarity and focus throughout the process.

Method

As the decision was taken to conduct the survey via Buurtpeiling, a tool provided by VORM, the options for question formulation were restricted. As a consequence, an agree/agree format was employed, in addition to the collection of data regarding living situation and age. The decision to conduct the survey via Buurtpeiling was made in order to assess the user-friendliness of the digital tool developed by Kijk op de Wijk, while simultaneously validating the findings of the interviews.

It is crucial to validate the results of the interviews conducted on Defensie-eiland, given that they were carried out with project developers, who may hold more positive perceptions regarding the project's liveability than actual residents of Woerden do. By obtaining first-hand experiences from current residents in Woerden, this potential bias can be rectified.

Reaching the Unreachable?

Shouldn't the question be: "*Do we need to reach the unreachable?*". Could we not determine for each project which voices are most needed? Some attention was paid to this when drafting the final strategy, under the title "determine target audience". However, the research would benefit from a more detailed way to determine per resident group which participation method fits best. There are numerous demographic differences between resident groups, which would require a significant amount of research to fully understand.

It is important to recognise that each community is unique, with distinct demographic differences that affect how – and even if – people want to engage. A hybrid model, combining digital and face-to-face engagement, allows everyone to stay informed and choose their level of involvement. Most importantly, this approach ensures that there's always the option for participation to everyone, respecting that while not all may

Inclusive participation

Inclusive participation is a crucial element in urban development projects, as it ensures that the needs, priorities, and values of all community members are taken into account, rather than just those who are already actively engaged or the most accessible. When all stakeholders, regardless of background, socioeconomic status, or digital access, are given the opportunity to participate, projects are more likely to address a broader range of concerns and create environments that feel safe, sustainable, and functional for all. Furthermore, inclusive participation fosters trust and transparency between citizens and developers or municipalities, which is especially crucial in neighbourhoods where there has been a history of distrust in top-down decision-making. In conclusion, urban planning can be made more equitable, sustainable and responsive to the evolving needs of the entire community by actively including marginalised or less vocal groups.

During a presentation of this research at VORM, colleagues introduced a new (or less researched) category of individuals to be considered 'unreachable': future residents. It is challenging to engage with future residents, especially those with limited resources. It is crucial to include citizens in the initial stages of development, yet it is particularly difficult to include future residents in the process. Consequently, individuals from less privileged backgrounds often have fewer opportunities to share their perspectives on how they envision public spaces. This is an important topic that would certainly benefit from further research.

7.2 Contribution

Rather than seeing participation processes as a formal requirement for developers and communities, this research offers practical strategies and insights for developers to deal more effectively with diverse citizen groups and their voices in projects. More directly, the research provides insights into more inclusive participation through concrete strategies. This will enable developers to better address the factors that contribute to a liveable urban environment, such as social cohesion, safety, green spaces and community building. Technology could be a barrier as well as a driver to participation (e.g. due to digital illiteracy or better access), this research provides insights into how to combine both digital and non-digital resources. At the same time, it achieves greater participation of hard-to-reach groups.

In short, this research enables developers and communities not only to improve civic participation, but also to make it more targeted and inclusive. As a result, urban projects can better meet the needs of all citizens and contribute to a liveable and sustainable environment.

7.3 Limitations

Case studies / interviewees

The study was based on an analysis of two cases. The first step was to arrange interviews with stakeholders from a range of professional backgrounds. Ultimately, in the case of Defensie-eiland, only developers were interviewed, resulting in a perspective that is limited to that of the developer. This approach did not fully consider other perspectives that could have influenced the results. Some outcomes and findings were linked to input from other parties and to results from the other case, Piekstraat, where other stakeholders provided their opinions. Therefore, these outcomes are included in the analysis, but they may still differ.

One of the two cases began development in 2007 and has already been fully delivered. This may mean that the developers are not fully up to date on the project.

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Context-specific expertise (therefore, applicability)

It should be noted that the proposed strategy is not without limitations. The strategy is based on recommendations from the eight participants and has not been tested theoretically, aside from an informal presentation session with individuals from the field. Therefore, there is no guarantee as to the strategy's overall validity. Furthermore, the strategy has not been extensively field-tested, given the time constraints of this study and the typical pace of change in the built environment. This indicates that the proposed version of the participation strategy requires further development. The colleagues who tested the strategy agreed that it was clear. However, they are experts in the field of engagement and participation, so those with less experience may require more guidance and instruction on how to use the strategy.

8. Conclusion

8.1 Answering the main research question

This research examined the following main research question:

Main question: *How can citizen engagement strategies facilitate more inclusive participation for liveability in urban area development?*

The findings from this research demonstrate that effective citizen engagement strategies can indeed foster more inclusive participation, leading to urban development projects that better reflect the needs and preferences of diverse citizen groups. By integrating both digital and in-person participation tools, developers can reach traditionally underrepresented groups, ensuring that inclusivity is not just an aspiration but an achievable goal in urban area development. Liveability outcomes, such as community cohesion, accessibility, and social sustainability, are enhanced when citizens feel they have a voice in the design and decision-making process.

It is important to note that, in order to ensure inclusive participation, it is not always necessary for all individuals to actively engage. Instead, the objective should be to provide as many citizens as possible with the opportunity to have their voices heard.

8.1.1 Sub-questions

Following a concise answer to the four sub-questions to the main research question.

Sub-Question 1: *How is participation currently implemented in area development?*

Current public participation in urban area development is often inconsistent and varies widely by region and project type. The findings show that while public hearings and consultation sessions are commonly used, these methods often only attract a limited demographic, typically those already active in community affairs. Traditional methods are increasingly complemented by digital platforms, which have proven more effective at reaching a broader and more diverse audience, although challenges remain in engaging digitally underserved populations.

Sub-Question 2: *What challenges or barriers are commonly encountered when attempting inclusive citizen engagement in area development?*

The research highlights several barriers to inclusive citizen engagement: lack of awareness, distrust in the process, and physical or digital exclusion. Many citizens, particularly from marginalized groups, feel that their participation will not lead to meaningful outcomes. Additionally, technological barriers, such as digital literacy and access to devices, present significant obstacles for achieving inclusive participation.

Sub-Question 3: *How can the engagement of citizen groups be facilitated for liveability in urban area development?*

To improve liveability outcomes, targeted engagement strategies must be employed. This includes using a mix of participatory tools—both online and offline—that are tailored to the community's specific needs and demographics. Strategies like co-creation workshops, community mapping, and participatory budgeting were identified as highly effective. Engaging local community leaders and ensuring transparency throughout the process are critical to fostering trust and meaningful involvement.

In conclusion, social sustainability (liveability) in urban development heavily relies on inclusive, accessible, and equitable community engagement practices.

Sub-Question 4: *What role do technological and non-technological tools play in facilitating engagement and participation in urban development?*

The integration of both technological and non-technological tools is key to a holistic engagement strategy. Technological tools, such as online surveys, interactive platforms, and mobile apps, make participation more accessible and scalable, allowing for real-time feedback. Non-technological tools, like face-to-face workshops, community meetings, and door-to-door outreach, are equally important for reaching those who may not have access to or comfort with digital platforms. A hybrid approach is essential for ensuring inclusivity. It is important to consider phygital participation, which involves combining offline and online tools in both separate and simultaneous ways. One example of this could be an information meeting that is also used to distribute a survey.

8.2 Recommendations

Based on the findings of the research, recommendations can be made with respect to both practice and further research. These are set out in detail below.

8.2.1 For practice

The recommendations for practice shortly address the interpretation and implementation citizen engagement strategy with the use of digital tools in participation. As an entire chapter has been devoted to writing advices earlier in the report, to avoid duplication of information, the focus here is mainly on successful implementation of the strategy.

Final strategy

In order to guarantee the effective implementation of the final strategy within a developing political party, a number of recommendations can be put forward for consideration. For example, it is crucial to establish alignment with key stakeholders from the start. To set a goal within a team, it is essential that all parties involved are in agreement. In the case of a developing party that plans to participate actively, it may be beneficial to communicate their goal to the municipality in a transparent manner. This allows for the sharing back of findings in a similar transparent manner, facilitating continuous feedback loops with both citizens and the municipality.

8.2.2. For further research

The recommendations for further research include some suggestions for the specific case of Piekstraat and the implementation of Kijk op de Wijk, and some general suggestions.

The case specific recommendations are the following:

- Long-term effect of citizen engagement on liveability: As Piekstraat is for the most part still in the initial phase of development, the project carries a lot of possibilities for implementing inclusive citizen engagement. This case offers the opportunity to observe the impact of citizen engagement from its initial to its final phases, while simultaneously evaluating the empirical validity of the theoretical propositions concerning the difference in willingness to participate among resident groups.

- Comparative analysis with similar developments: A comparative analysis of the Piekstraat project with other urban area developments that have implemented similar citizen engagement strategies could provide valuable insights into best practices and potential pitfalls. This comparative research could highlight the unique challenges of the Piekstraat development in relation to other case studies.

Recommendations for Kijk op de Wijk and future development or use of the methodology:

- Technological innovation in participation: Future research could explore emerging technologies, such as augmented reality (AR) or artificial intelligence (AI), and their potential for enhancing citizen engagement in urban planning.

- Measuring the success of the methodology: Although the methodology is already being deployed within VORM, this is still in the initial phase. The methodology, with all its procedures and tools, has not yet been deployed in its entirety, while according to (#7. KodW), this is the most effective approach. For future research, it would therefore be interesting to examine the success of the methodology in its completeness when it has been applied in practice.

General recommendations can be described as follows:

- Implementation in different contexts: This study focuses on specific urban contexts, such as Piekstraat and Kijk op de Wijk, but further research could compare citizen engagement strategies in various geographic regions, including rural versus urban areas or cities of different scales. Such comparisons would help determine whether the strategies outlined here are universally applicable or need adjustment based on local conditions.

- Exploring financial (dis)advantages

- Technological innovation in participation: Future research could explore emerging technologies, such as augmented reality (AR) or artificial intelligence (AI), and their potential for enhancing citizen engagement in urban planning.

9. Reflection

Process towards P2: Graduation Laboratory

My journey through the graduation lab has been a challenging one, marked by fluctuating motivation and evolving interests. Unlike many of my peers who entered the course with a clear topic and sometimes even a supervisor in mind, I decided relatively late to embark on my graduation lab during the regular start in September. This left me uncertain about both a topic and a supervisor.

The course kick-off in September revealed a new approach, emphasizing the selection of themes to provide an initial direction for graduate research. The theme of "Sustainable Transitions" stood out to me, not only for its relevance but also due to the composed and supportive attitude of the supervising lecturers. Opting for this theme, I gravitated towards a focus on urban living labs, aligning myself with dedicated supervisors.

As I progressed towards P1, my research direction and question underwent constant adjustments. I grappled with whether to specifically concentrate on Net Zero goals or pursue a broader exploration of sustainable transitions. Initially drawn to Net Zero as my primary interest when choosing Theme 5, I navigated the complexities of refining my research focus within the broader context of sustainable urban living labs. Due to my late start in the search for a topic, I initially had to operate on a more general basis. Post P1, I delved extensively into the literature, abandoning the Net Zero direction and exploring various concepts. However, I consistently encountered difficulty in effectively formulating my research questions. On the other hand, I found the elaboration of my research methods less challenging, as I have a clear sense of the direction I want to take in my research.

To enhance my graduation experience, I acknowledge the need to seek help earlier and proactively schedule meetings with my supervisors. Despite the well-organized structure of the course, particularly the general meetings within Theme 5, I have struggled with taking the initiative to schedule meetings for myself. Going forward, I am committed to adopting a more structured approach to writing my thesis and conducting my research. This includes a proactive stance in seeking guidance and maintaining regular communication with my supervisors.
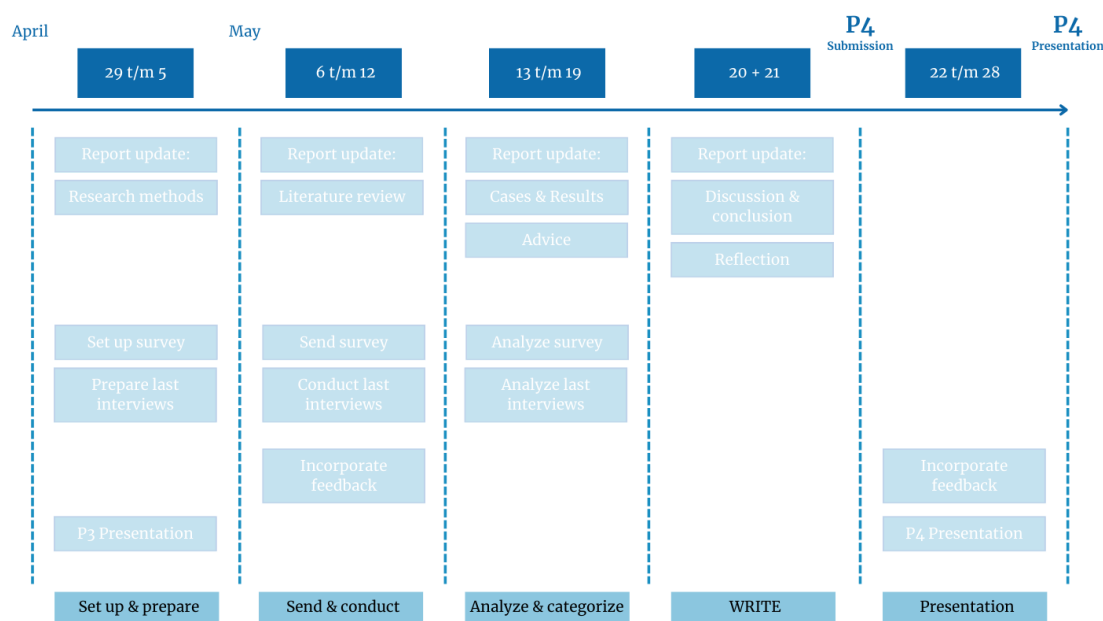

Figure 25: Planning P3 to P4

Process towards P4:

So in short, this is how my journey through the graduation lab started.

I didn't decide to do my graduation lab until later than most of my classmates. The course started in September with a new approach to starting graduate research. The theme of 'Sustainable Transitions' stood out to me because it was relevant and the lecturers were supportive. I kept changing my research direction and question near P1. Should I focus on Net Zero or explore sustainable transitions more? I was initially interested in Net Zero when choosing Theme 5, but I had to refine my research focus on sustainable urban living labs. I started with a general approach, but after P1 I read a lot and changed my topic. I had trouble making research questions but found it easier to plan my research methods...

Fast forward to now, more than half a year later. My research still falls under the theme 'Sustainable Transitions' but looks completely different. Throughout my research, I explored how engagement strategies can contribute to more inclusive, liveable urban spaces, which resonates with both the managerial and spatial planning aspects emphasised in MBE. Aiming for higher Liveability in urban areas ties in nicely with sustainable transitions on the social sustainability plane and, in doing so, I think, with one of the main challenges now being addressed in the MSc Architecture, Urbanism, and Building Sciences. Writing advice for developers could again be of relatively direct value on the managerial and spatial planning aspect of the MBE master's track.

To answer my research question, I aimed to provide depth to the study through a combination of theoretical literature research and empirical data collection via interviews. Although writing has always been one of my strengths, both during my time at TU Delft and even in high school, I found myself more challenged when conducting the literature review. I realized that while I enjoy writing from my own reasoning and arguments, having to rely heavily on others' findings to make my points felt constraining. Once engaged in the interviews, I found my intrinsic motivation increased. In addition, it was the most logical method for gathering social data. Simultaneously, my research took another turn. As a result, I realised that the one-sided nature of the responses from the interviewees was maybe not sufficient to validate my research. Therefore, I conducted a survey of residents in case study area 1 to provide further evidence to support the outcomes of the interviews with developers.

All in all, I can say that the approach has been successful, the alternation between theory and empirical research works both for the outcomes of the research and for my own process of implementation. I was able to have interesting conversations and extract insights from the interviews that were valuable for the research but also for my own motivation and enthusiasm. That my research drove me naturally towards such a social aspect of project development was something I could not have imagined beforehand. This gives me interesting insights into myself, perhaps I am less technical and more social in nature than I thought after all.

This thesis has both academic and societal relevance. Academically, it fills a gap in the integration of liveability and participation literature, particularly in urban area development. Societally, it offers practical insights that primarily developers can apply to create more liveable environments and contribute so social inclusion. Additionally, ethical considerations around inclusive engagement were central to my research, especially the need for transparency and inclusivity in urban planning.

In conclusion, I have found that I require quite some guidance throughout my studies, and that I sometimes find it challenging to request this support. This is because, at an underlying level, I am driven to be able to manage my studies independently. The planning I made in the initial P3 progression to P4 (Figure 25) now looking back seems very unachievable. In hindsight, I am glad my P4 was postponed until after the summer, I was able to both enjoy the summer well and carry out a more comprehensive analysis that now allows me to say I can be proud of my research.

In reflecting on the entire process, I learned the most about myself. When you run into a blockage, try to put that aside for a moment and think of a way to move forward. Identify your strengths and return

to the task with renewed motivation when you encounter difficulties. Seek assistance when needed. In total, excluding the summer period, I will have invested approximately a year in this research. I am strongly motivated to complete this MSc MBE in a manner that reflects pride and accomplishment, given the enjoyment I have found in MBE and the progress I have made in identifying my professional passions.

Many thanks,

S.A. (Suzan) van Cuyk

Delft, September 2024

References & Appendix

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Appendix

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Appendix

Appendix A: Interview Protocol (Dutch)

<div align="center">

Interview Protocol | Defensie-eiland

</div>

Afstudeerder (student): Suzan van Cuyk

Begeleiding vanuit:

- Technische Universiteit Delft: Dr. A. (Aksel) Ersoy, Prof. Dr. P. W. (Paul) Chan
- VORM Holding: Britt van der Zandt

Het onderzoek

Bedankt dat u de tijd wilt nemen voor dit interview. Mijn naam is Suzan van Cuyk en ik werk momenteel aan mijn afstudeeronderzoek aan de TU Delft en bij VORM. Dit onderzoek richt zich op stedelijke gebiedsontwikkeling en de impact van burgerbetrokkenheid op de leefbaarheid.

Voor mijn onderzoek heb ik het Defensie-eiland project als case study gekozen vanwege de schaal en de aanzienlijke mogelijkheden voor uitgebreide burgerparticipatie. Het project is een goed voorbeeld van hoe stedelijke vernieuwing kan bijdragen aan de leefbaarheid van gemeenschappen, ondanks het ontbreken van een uitgebreide participatiemethode zoals 'Kijk op de Wijk'.

Het doel van dit interview is om meer inzicht te krijgen in de details van het Defensie-eiland project, zoals de omvang, de verschillende functies, en de manieren waarop de lokale gemeenschap kan worden betrokken. Ik ben vooral benieuwd naar uw perspectief op hoe burgerbetrokkenheid de ontwikkeling van het project beïnvloedt en kan verbeteren.

Nogmaals dank voor uw tijd en medewerking aan dit onderzoek.

De centrale onderzoeksvraag van mijn onderzoek luidt:

> *"How can citizen engagement in area development projects be optimized to enhance urban liveability?"*

Checklist | Start

Voor interview

- ☐ Uitnodiging interview verzonden
- ☐ Formulier geïnformeerde toestemming getekend
- ☐ Uitnodiging met tijd en locatie (indien van toepassing digitale link Teams) verzonden
- ☐ Teams en opnameapparatuur klaargezet

Start interview

_____

☐   Introductie
☐   Dank uiten voor deelname
☐   Controle geïnformeerde toestemming
☐   Wederom toestemming vragen voor opname
☐   Opnameapparaat en back-up apparaat aanzetten
☐   Korte introductie onderzoeker, onderzoek en 'Kijk op de Wijk'

Deel 0 – Introductie

· Suzan van Cuyk, afronden Master MBE, TU Delft

· Onderzoek naar praktische inzet van participatie voor leefbaarheid in projectontwikkeling

· Relatie tussen sociale duurzaamheid, leefbaarheid en participatie

· Focus op: hoe en wanneer toepassen van participatie

· Bijdrage aan de duurzaamheidstransitie in de gebouwde omgeving

· Onderzoek in twee gebiedsontwikkelingen: Defensie-eiland (Woerden) & Piekstraat (Rotterdam)

· Interviews met diverse professionals, van privaat tot publiek, management tot eindgebruikers

_____

· Duur: 60 minuten

· Inhoud: Vragen over het gebied en eigen ervaringen

· Structuur: Ik zal de tijd bewaken

· Zijn er nog vragen vooraf?

_____

Deel 1 – Onderzoek

Deel A – Functie en Organisatie

1. Wat is uw positie en rol binnen uw organisatie en in dit project?

       a. Hoe lang werkt u in deze functie?

       b. Hoe bent u betrokken geraakt bij dit project? Wat was uw rol?

Deel B – Visie en Doelstellingen (Defensie-eiland)

2. Wat waren de belangrijkste doelstellingen van dit project?

       a. Hoe zou u de kernvisie van dit project omschrijven?

       b. Op welke manier speelt de verbetering van leefbaarheid hierin een rol?

       c. Welke samenwerkingsverbanden en stakeholders waren cruciaal voor het succes van dit project?

       d. Waar bent u het meest trots (of verheugd) op binnen dit project?

Deel C – Burgerparticipatie

3. Hoe is burgerparticipatie geïntegreerd geweest in dit project?

> a. Kunt u specifieke methoden en activiteiten beschrijven die zijn gebruikt om burgerparticipatie te bevorderen?

> b. Op welke momenten in het ontwikkelproces werd burgerparticipatie ingezet?

> c. Welke aspecten van het project werden het meest beïnvloed door de inbreng van burgers?

> d. Wat zijn de belangrijkste voordelen die u heeft waargenomen door het integreren van burgerparticipatie in dit project?

4. Welke uitdagingen zijn er geweest bij het integreren van burgerparticipatie in dit project?

> a. Welke obstakels bent u tegengekomen bij de inzet van participatie?

> b. Hoe zijn deze uitdagingen aangepakt of opgelost?

> c. Zijn er spanningen of conflicten ontstaan door burgerparticipatie? Zo ja, hoe zijn deze gemanaged?

> d. In algemenere zin, hoe wordt er binnen de projectontwikkeling omgegaan met en gereageerd op participatie? Wat is uw persoonlijke kijk hierop?

Deel D – Evaluatie en Lessen

5. Hoe evalueert u de impact van burgerparticipatie op de leefbaarheid binnen dit project?

> a. Welke concrete verbeteringen in leefbaarheid kunt u toeschrijven aan burgerparticipatie?

> b. Zijn er onverwachte uitkomsten of lessen geleerd door de inzet van participatie?

> c. Hoe zou u burgerparticipatie in toekomstige projecten anders aanpakken op basis van uw ervaringen?

6. Welke aanbevelingen heeft u voor het effectief integreren van burgerparticipatie in soortgelijke gebiedsontwikkelingsprojecten?

> a. Welke specifieke technieken of benaderingen heeft u als meest effectief ervaren voor het betrekken van de gemeenschap bij het Defensie-eiland project?

> b. Welke strategieën of methoden hebben volgens u een significante impact gehad op de betrokkenheid en inbreng van burgers in dit project?

Deel 2 - Afsluiting

7. Is er nog iets wat u wil toevoegen of bespreken dat niet aan de orde is gekomen?

> a. Heeft u suggesties voor andere personen die ik zou moeten interviewen over leefbaarheid of burgerparticipatie in dit project?

Checklist | Einde

☐   Afsluiten met eventuele op/aanmerkingen of vragen vanuit geïnterviewde

☐　　　Vragen of de geïnterviewde de publicatie van het rapport wil ontvangen
☐　　　Bedank e-mail sturen met transcript

Interview Protocol | Piekstraat

_____

Afstudeerder (student): Suzan van Cuyk

Begeleiding vanuit:

- Technische Universiteit Delft: Dr. A. (Aksel) Ersoy, Prof. Dr. P. W. (Paul) Chan
- VORM Holding: Britt van der Zandt

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Bedankt dat u de tijd wilt nemen voor dit interview. Mijn naam is Suzan van Cuyk en ik werk momenteel aan mijn afstudeeronderzoek aan de TU Delft en bij VORM. Dit onderzoek richt zich op stedelijke gebiedsontwikkeling en de impact van burgerbetrokkenheid op de leefbaarheid.

Voor mijn onderzoek heb ik het Piekstraat project als case study gekozen vanwege de schaal en de aanzienlijke mogelijkheden voor uitgebreide burgerparticipatie in de ontwikkelfase. Het project is een goed voorbeeld van hoe stedelijke vernieuwing kan bijdragen aan de leefbaarheid van gemeenschappen.

Het doel van dit interview is om meer inzicht te krijgen in de verwachte impact van burgerbetrokkenheid op dit project en hoe deze participatie het beste kan worden geïntegreerd. Ik ben vooral geïnteresseerd in uw perspectief op hoe burgerbetrokkenheid kan bijdragen aan het succes van de Piekstraat ontwikkeling.

Nogmaals dank voor uw tijd en medewerking aan dit onderzoek.

De centrale onderzoeksvraag van mijn onderzoek luidt:

"How can citizen engagement in area development projects be optimized to enhance urban liveability?"

_____

Checklist | Start

Voor interview

☐　　　Uitnodiging interview verzonden
☐　　　Formulier geïnformeerde toestemming getekend
☐　　　Uitnodiging met tijd en locatie (indien van toepassing digitale link Teams) verzonden
☐　　　Teams en opnameapparatuur klaargezet

Start interview

☐　　　Introductie
☐　　　Dank uiten voor deelname
☐　　　Controle geïnformeerde toestemming
☐　　　Wederom toestemming vragen voor opname

☐   Opnameapparaat en back-up apparaat aanzetten

☐   Korte introductie onderzoeker, onderzoek en 'Kijk op de Wijk'

Deel 0 – Introductie

· Suzan van Cuyk, afronden Master MBE, TU Delft

· Onderzoek naar praktische inzet van participatie voor leefbaarheid in projectontwikkeling

· Relatie tussen sociale duurzaamheid, leefbaarheid en participatie

· Focus op: hoe en wanneer toepassen van participatie

· Bijdrage aan de duurzaamheidstransitie in de gebouwde omgeving

· Onderzoek in twee gebiedsontwikkelingen: Defensie-eiland (Woerden) & Piekstraat (Rotterdam)

· Interviews met diverse professionals, van privaat tot publiek, management tot eindgebruikers

_____

· Duur: 60 minuten

· Inhoud: Vragen over het gebied en eigen ervaringen

· Structuur: Ik zal de tijd bewaken

· Zijn er nog vragen vooraf?

_____

Deel 1 – Onderzoek

Deel A – Functie en Organisatie

1. Wat is uw positie en rol binnen uw organisatie en in dit project?

      a. Hoe lang werkt u in deze functie?

      b. Hoe bent u betrokken geraakt bij dit project? Wat is uw rol?

Deel B – Visie en Doelstellingen (Piekstraat)

2. Wat zijn de belangrijkste doelstellingen van dit project?

      a. Hoe zou u de kernvisie van dit project omschrijven?

      b. Op welke manier speelt de verbetering van leefbaarheid hierin een rol? Hoe wordt de visie afgestemd op de behoeften van de toekomstige bewoners en gebruikers van het gebied?

      c. Welke samenwerkingsverbanden en stakeholders zijn cruciaal voor het succes van dit project?

      d. Waar bent u het meest trots (of verheugd) op binnen dit project?

Deel C – Burgerparticipatie

3. Hoe is burgerparticipatie tot nu toe geïntegreerd in dit project?

a. Kunt u specifieke methoden en activiteiten beschrijven die u verwacht toe te passen in de ontwikkeling om burgerparticipatie te bevorderen?

b. Wanneer en in welke fasen van het project zal burgerparticipatie een rol spelen?

c. Wat zijn uw verwachtingen over hoe burgerparticipatie de ontwikkeling kan beïnvloeden?

d. Welke aspecten van het project kunnen het meest profiteren van burgerbetrokkenheid?

4. Welke specifieke technieken of benaderingen overweegt u om de gemeenschap te betrekken bij de Piekstraat ontwikkeling?

a. Heeft u voorbeelden van methoden of tools die u effectief denkt te kunnen gebruiken?

b. Zijn er bepaalde communicatiestrategieën of evenementen gepland om bewoners en belanghebbenden te betrekken?

c. In algemenere zin, hoe wordt er binnen de projectontwikkeling omgegaan met en gereageerd op participatie? Wat is uw persoonlijke kijk hierop?

Deel D – Verwachte Uitdagingen en Kansen

5. Wat zijn volgens u de belangrijkste uitdagingen voor het integreren van burgerparticipatie in het Piekstraat project?

a. Zijn er potentiële obstakels of risico's die u voorziet bij het betrekken van burgers?

b. Hoe denkt u dat deze uitdagingen kunnen worden aangepakt?

6. Welke kansen ziet u voor burgerparticipatie om bij te dragen aan het succes van het Piekstraat project?

a. Hoe kan de input van burgers de leefbaarheid en het algehele succes van het project verbeteren?

b. Wat zijn mogelijke positieve uitkomsten van burgerbetrokkenheid in dit specifieke project?

Deel 2 – Afsluiting

7. Is er nog iets wat u wil toevoegen of bespreken dat niet aan de orde is gekomen?

a. Heeft u suggesties voor andere personen die ik zou moeten interviewen over leefbaarheid of burgerparticipatie in dit project?

Checklist | Einde

- ☐ Afsluiten met eventuele op/aanmerkingen of vragen vanuit geïnterviewde
- ☐ Vragen of de geïnterviewde de publicatie van het rapport wil ontvangen
- ☐ Bedank e-mail sturen met transcript

Appendix B: Informed Consent Form (Dutch)

Informed consent form

_____

Afstudeerder (student): Suzan van Cuyk

Begeleiding vanuit:

- Technische Universiteit Delft: Dr. A. (Aksel) Ersoy, Prof. Dr. P. W. (Paul) Chan
- VORM Holding: Britt van der Zandt

_____

Geachte heer/mevrouw,

Mijn naam is Suzan van Cuyk, en in het kader van de afronding van mijn MSc Management in the Built Environment voer ik momenteel een academisch onderzoek uit naar de rol van participatie in projectontwikkeling en de invloed daarvan op de leefbaarheid van projecten in stedelijke gebieden.

Het onderzoek

Ik ben zeer geïnteresseerd in uw kijk op hoe burgerbetrokkenheid de ontwikkeling van het besproken project heeft beïnvloed. Specifiek wil ik graag weten hoe de ideeën en input van de lokale gemeenschap hebben bijgedragen aan het project en of er volgens u mogelijkheden zijn voor verbetering.

De centrale onderzoeksvraag van mijn onderzoek luidt:

"How can citizen engagement in area development projects be optimized to enhance urban liveability?"

_/_

"Hoe kan de betrokkenheid van burgers bij gebiedsontwikkelingsprojecten worden geoptimaliseerd om de leefbaarheid in steden te vergroten?"

Het interview

Het interview zal naar verwachting ongeveer 60 minuten duren en ik stel voor om het gesprek op te nemen, zodat ik het nauwkeurig kan uitwerken. Uw deelname is geheel vrijwillig, en u kunt op elk moment besluiten om te stoppen. Uw persoonlijke gegevens, met uitzondering van uw naam, organisatie en functie, zullen vertrouwelijk worden behandeld. Ik zal u de transcriptie van het interview toesturen voor goedkeuring en eventuele correcties.

Bijgevoegd vindt u een toestemmingsformulier. Ik verzoek u vriendelijk om dit in te vullen en te ondertekenen als u akkoord gaat met deelname aan het onderzoek.

Alvast hartelijk dank voor uw medewerking aan mijn afstudeeronderzoek.

Met vriendelijke groet,

Suzan van Cuyk

Onderzoeksleider

Afdeling MSc Management in the Built Environment
Delft University of Technology
Julianalaan 134, 2628 BL Delft

_____

Toestemmingsformulier - Participatie in projectontwikkeling

Dit toestemmingsformulier heeft betrekking op een onderzoek uitgevoerd als onderdeel van de afronding van MSc Management in the Built Environment aan de Faculteit Bouwkunde van de TU Delft. Door dit document te ondertekenen, bevestigt u geïnformeerd te zijn over dit onderzoek, en gaat u akkoord met de methoden voor gegevensverzameling en -gebruik.

Graag aanvinken wat van toepassing is:

☐ Ik verklaar dat ik de informatie over het onderzoek heb ontvangen en gelezen, en ik heb de gelegenheid gehad om vragen te stellen die naar tevredenheid zijn beantwoord.

☐ Mijn deelname aan dit onderzoek is geheel vrijwillig. Ik ben me ervan bewust dat ik het recht heb om vragen te weigeren te beantwoorden en dat ik op elk gewenst moment tijdens het onderzoek mijn deelname mag beëindigen.

☐ Ik verleen toestemming voor het maken van een audio-opname van het interview. Deze opname zal uitsluitend voor dit onderzoek worden gebruikt en na afronding van het onderzoek worden verwijderd.

☐ Ik begrijp dat mijn titel en de naam van mijn organisatie kunnen worden genoemd in de scriptie. Buiten deze informatie zullen er geen persoonlijke gegevens worden gedeeld. De onderzoeker zal ervoor zorgen dat ik niet te identificeren ben in de gegevens, rapporten of publicaties voortkomend uit dit onderzoek. Mijn privacy als deelnemer aan dit onderzoek is gewaarborgd.

☐ Ik stem ermee in dat de informatie die ik tijdens het interview verstrek, kan worden geciteerd in de output, nadat er communicatie heeft plaatsgevonden en overeenstemming is bereikt over het citaat.

_____

Deelnemer

Plaats: _____   Datum: _____

Naam: _____   Handtekening _____

Onderzoeker

Ik, Suzan van Cuyk, verklaar dat ik de informatie en het toestemmingsformulier volledig en duidelijk aan de deelnemer heb gepresenteerd en bereid ben om eventuele vragen over het onderzoek te beantwoorden.

Plaats: _____   Datum: _____

Handtekening: _____

Appendix C: Survey

Survey participatieproces Defensie-eiland

(Introductie met uitleg over het doel van de survey en hoe de gegevens worden gebruikt):

"Burgerbetrokkenheid en Leefbaarheid in Gebiedsontwikkeling

Beste deelnemer,

Hartelijk dank voor uw deelname aan deze enquête. Mijn naam is Suzan van Cuyk en ik ben bezig met mijn afstudeeronderzoek aan de Technische Universiteit Delft in samenwerking met VORM. Mijn masterscriptie onderzoek richt zich op het integreren van burgerparticipatie in stedelijke gebiedsontwikkeling om de leefbaarheid te verbeteren.

Het doel van dit onderzoek is om inzicht te krijgen in de effectiviteit van burgerparticipatie bij het ontwikkelen van stedelijke gebieden, met in dit geval een focus op resultaten uit het project Defensie-eiland te Woerden. We willen begrijpen hoe betrokkenheid van burgers bijdraagt aan een betere leefomgeving en hoe we hun inbreng effectief kunnen benutten in toekomstige ontwikkelingsprojecten.

De resultaten van de enquête zullen vertrouwelijk en anoniem worden behandeld en uitsluitend gebruikt worden voor onderzoeksdoeleinden. Het invullen van de enquête duurt ongeveer 5 minuten.

Als u akkoord gaat met deelname, klikt u op de knop "Verder" hieronder om de enquête te beginnen.

Alvast dank!"

(Registratie pagina, dus basisinformatie over de respondenten; leeftijd, duur van het verblijf in de buurt.)

- Naam niet nodig,
- Leeftijdscategorieën zelfde houden,

Registratie:

Naam (niet verplicht, u mag het ook leeglaten)

Naam

Leeftijd

6-11   12-17   18-29   30-49   50-69   70-+

Woonsituatie

Alleenstaand

Alleenstaand met kinderen

Samenwonend

Samenwonend met kinderen

(Inhoud: Eens/oneens stellingen)
Allereerst vaststellen van deelname aan participatie door middel van eerste vraag:

- "Ik ben als bewoner/omwonende betrokken geweest bij de ontwikkeling van Defensie-eiland (door middel van informatieavonden, workshops, vergaderingen of enquêtes)."

_____

Participatie en Betrokkenheid:

1. "Ik ben op de hoogte gehouden van de voortgang van het Defensie-eiland project via nieuwsbrieven, bijeenkomsten of andere communicatiemiddelen."

2. "Ik had voldoende mogelijkheden om mijn mening te geven over de plannen voor Defensie-eiland."

3. "De communicatie over het project met de lokale gemeenschap was helder en transparant."

4. "Er waren genoeg kansen voor bewoners om actief deel te nemen aan het besluitvormingsproces."

5. "Ik voel dat mijn input voor het realiseren van het Defensie-eiland project serieus is genomen."

6. "Mijn feedback heeft geleid tot merkbare veranderingen in de projectontwikkelingen."

7. "Ik zou willen dat er meer mogelijkheden waren geweest voor inspraak in het project."

8. "Ik zou in de toekomst graag op de hoogte blijven van soortgelijke projecten en betrokken worden bij de besluitvorming."

9. "Ik zou dezelfde vorm van participatie/het betrekken van burgers aanraden voor toekomstige projecten in mijn buurt."

10. "Ik zou liever op een digitale manier mijn mening geven in plaats van fysiek participeren"

Leefbaarheid:

11. "De leefbaarheid in mijn buurt is heel goed sinds de start van het Defensie-eiland project."

12. "Er zijn nu goede voorzieningen en diensten beschikbaar in mijn buurt."

13. "De nieuwe voorzieningen en infrastructuur in de buurt zijn nuttig en worden goed gebruikt."

14. "Er heerst een goede sfeer en een sterk gevoel van gemeenschap in de buurt."

15. "Ik voel me veilig in mijn buurt."

16. "Ik ben tevreden met de kwaliteit van het groen en de openbare ruimtes aanwezig in de buurt."

17. "De nieuwe gebouwen en infrastructuur passen goed bij de bestaande buurt en omgeving."

18. "Ik voel dat mijn buurt door de recente ontwikkelingen goed voorbereid is op de toekomst."

19. "Het Defensie-eiland gebied zet Woerden beter op de kaart."

Afsluiting:

20. "Ik vind deze manier van digitaal mijn mening geven prettig"

21. "De gebruikswijze (met swipen) van deze enquête is duidelijk"

(Afsluiting, bedank de gebruiker voor deelname)

Bedankt voor uw deelname aan mijn onderzoek! →

Enquête

Beste bewoner/omwonende van Defensie-eiland,

Mijn naam is Suzan van Cuyk en ik doe mijn afstudeeronderzoek aan de TU Delft in samenwerking met VORM. Mijn onderzoek richt zich op hoe **burgerparticipatie** geïntegreerd kan worden **in stedelijke gebiedsontwikkeling**, met als doel de leefbaarheid te verbeteren. Hierbij focus ik op de resultaten van het **project Defensie-Eiland in Woerden.**

Uw mening is voor ons van groot belang! Daarom nodig ik u uit om deel te nemen aan een korte enquête van ongeveer 5 minuten. De resultaten worden anoniem en vertrouwelijk verwerkt en uitsluitend gebruikt voor onderzoeksdoeleinden.

Wilt u deelnemen? Scan dan de QR-code om te starten.

Voelt u vrij om de enquête via de QR-code ook te delen met anderen. Voor vragen of contact: **s.vancuyk@vorm.nl**.

Alvast hartelijk dank voor uw medewerking!

(De enquête maakt gebruik van een digitaal swipe-systeem met 22 eens/oneens stellingen. De introductie-pagina hiervan is nog ingericht op een ander project, daardoor kan de informatie voorafgaand aan de stellingen genegeerd worden.)

Scan QR code hieronder:

MSc Architecture, Urbanism and the Built Environment