Build your own neighbourhood

CONTENT

DESIGN GAME REPORT
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CHAPTER 1 - INTRODUCTION

De Gaarden is one of the areas in The Hague South-West that will undergo extensive redevelopment in the coming years. Throughout this process many of the resident's lives will be impacted significantly, not only by the changes to their own residences but also the accessibility of certain areas and potential shifts in neighbourhood composition. In this context, the following Design Game Project has been set up to create a space for the neighbourhood to enjoy during these tumultuous times.

The project was informed by the following research question; "How can we generate an activity space that facilitates meetings and satisfies the needs of the residents of de Gaarde?"

As reflected in our research question, the needs of the residents are placed at the centre throughout the process. The inclusion of residents in the (re-)development of public spaces is both normatively and practically desirable. First of all, it creates public spaces that are fulfilling as it creates a sense of "ownership and belonging" as it gives the residents a stake in the project (Carmona et al,. 2008, p. 15). This can help create a meeting space that positively enhanced people's perception of the neighbourhood. As such, inquiring about what people themselves want and envision for their area is key. However, using the local expertise of residents is also helpful as it captures their creativity and inspiration in a practical manner that can become a starting point for the development of the final intervention. Furthermore, our research question centres on the creation of a space where activities take place, as we found that "natural" and "multifunctional" spaces create the chance for people to meet without this feeling forced (Blokland, 2008).

This has led to the following project; a modular project that can be altered based on the wishes of the neigborhood to ensure a sustainable and collaborative meeting space. This project will be made up of different stackable and connectable containers that can serve different functions. The first phase of the project will be a mobile petting zoo, as we found that this is what the neigborhood desires and is supported by the literature. Here different residents can gather to engage with the animals, which can create an opportunity for natural and casual encounters. From this starting point, the project can be expanded or altered by the residents with the toolkit we provide in our project poster (appendix 4).

Introduction to the Gaarden

In the period after the Second World War the municipality of the Hague quickly built a variety of homes. In this period of re-construction (the '*wederopbouwperiode*') almost thirty thousand extra homes were created and an important area for this construction was the area of 'the Hague South-West' (Gemeente Den Haag, 2012). *Dreven, De Gaarden and De Zichten*, three neighbourhoods in The Hague Southwest, formed the final step in the district's post-war expansion. During that time, the neighbourhoods solved the major public housing problem and many families in The Hague dreamed of living here. The buildings were built in accordance with the guiding conceptions of that time, namely an increased use of shared green spaces and a more open plan. (Gemeente den Haag, 2012). In contrast to the typical staircase-accessed flats found in the rest of the city before the war, these homes consisted of storeyed buildings with shared internal stairs. Furthermore, much attention was paid to the allotment of different buildings and their relation to the public space, with a high focus on access to public green space and a lot of light in every apartment (Broekhoven, 2021). This was based on the contemporary ideas surrounding good building practices and was considered a huge advancement compared to the pre-war buildings. This is evidenced by the fact that Vrederust-West (the Dreven) has become a municipally protected urban landscape (*Gemeentelijk beschermd stadsgezicht*), as it is considered exemplary of the post-war building innovations, and uniquely structured to reflect the times. (Monumentenzorg Den Haag, 2004). However plans were also constrained by financial limitations, scarcity of space and budget considerations meant that storeyed flats with a maximum height of four stories were the optimal solution (Gemeente Den Haag, 2012).

However, changes in the post-war society affected the way the neighbourhood was used by people. Children moved out of their parental homes and certain public facilities remained underused by these changes. Similarly advancing infrastructures enabled greater mobility and meant that richer residents were no longer tied to the neighbourhood and an increasing number of the 'early' residents moved out. (Gemeente Den Haag, 2012). People with a lower income moved to these houses but this often led to overcrowding. Currently, the housing stock has become outdated, households have become smaller, and the population composition has an increasingly smaller financial capacity (Gemeente Den Haag, 2022). Since the 1980s these changes have been acknowledged by the city and a variety of urban planning policies have attempted to deal with these changes. This includes the improvement of the existing housing stock through for example better insulation, and the renewal of certain spaces through re-building initiatives (Gemeente Den Haag, 2012).

Current situation

The neighbourhoods are faced with: "growing social problems such as poverty, unemployment and educational disadvantage, debt, radicalisation, polarization, loneliness, increasing (feelings of) insecurity, degeneration, lack of exercise, health problems and growing up underprivileged young people in a socially weak environment" (Gemeente Den Haag, 2022, p.1). To address these problems, the municipality and the government came to the agreement '*Zuidelijke Randstad'/'Samen voor de Stad'*. The aim of this agreement is to convert the neighbourhoods to the G4 average (the four largest Dutch municipalities: Amsterdam, Rotterdam, The Hague, and Utrecht) in terms of housing, income, and education. The neighbourhoods should become attractive to live in again, and in addition provide perspective and opportunities for everyone.

The neighbourhoods of *Dreven, De Gaarden,* and *De Zichten* count a population of almost 19.000 inhabitants. Most of the people living in this area have an age between 20 and 64 years old, which is similar to the entire population of The Hague (DHIC/GDH/DPZ, 2021). The amount of people in the neighbourhood with a migrational background does vary from The Hague (56.2%) and is around 75.6%. Most of the people that live in one of these neighbourhoods are living here in a single household or living together with their partner without kids. This entails 63% of the population, while the other 37% is living with kids either on their own or with their partner (DHIC/GDH/DPZ, 2021). This might not seem like a lot of families with kids, however, there are more children living in these neighbourhoods compared to the average of The Hague. These households of *Dreven, De Zichten* and *De Gaarden* live in housing that is mainly social rent (67.7%) or owner-occupied (24.4%) with an average value that is twice as low as the average of The Hague (DHIC/GDH/DPZ, 2021).

Structure of the report

The Gaarden is thus a neigbourhood with a particular history of post-war development and contemporary issues that have led to redevelopment plans. To generate opportunities for social encounters we have designed an intervention in the public space that centres on the wishes of the residents. In Chapter 2 the methodology and rationale will be explained. This will be followed by an analysis of the planned redevelopments in Chapter 3, as this serves as a necessary introduction to the data gathered during fieldwork in the neigbourhood. The data from our fieldwork supports our planned intervention that is introduced in Chapter 4. We noticed that there was a general enthusiasm across different social groups for the idea of a petting zoo, and so this chapter focuses on the operationalization of this project, and how this can be expanded through our modular system. This chapter furthermore focuses on the maintenance and organisation of the project to ensure that it is something that the neighbourhood can use for a long time. In Chapter 5 we provide our own reflections on this project, its challenges, and how it helped us better understand contemporary urban environments.

Our research question conveys the two central pillars of our research, namely a resident centred approach, that focuses on social encounters through an activity centred meeting place. These tenets were developed through a review of the literature and the information shared in lectures by experts in the field. With this as our guideline, we developed our methodology for the fieldwork.

To prepare for this task we used a deliberative process within our group to share main points of attention and take-aways from lectures and establish baseline ideas. Furthermore, we discussed the principles that we wanted this project to be based on. For example, we all felt the normative commitment made by different speakers to inclusion and resident participation was something that we wanted to replicate (for example, by Drs Rosaura Romero in the Architecture Design Justice Studio). In consultation with the literature, it was furthermore confirmed that this would be a fruitful point of departure. Since the aim of the project is to create a space that explicitly aligns with the wishes of the residents physically visiting the neighbourhood and talking to the residents is a central part of our methodology.

The fieldwork was conducted on the 10th of March 2022 in the *Gaarden*. In the morning we engaged in observations. This was in part focused on the built environment, as we looked at the quality of the housing stock, the infrastructure, and other features of the neighbourhood. But we also paid a lot of attention to the people and their engagement with the neighbourhood. We tried to record where people went and where we did not see anyone. Lastly, we also tried to scope out potential spaces for our intervention, for example by recording open spaces in convenient locations.

Furthermore, while our methodology only included observation and semi-structured interviews during the evening, chance encounters also enabled us to do participant-observation as we were invited to join a local initiative while they were doing fibre-crafts in a 'community living-room.' This resulted in an organic conversation about the neighbourhood that would have been difficult to replicate during the evenings.

Later on the day we were invited by Staedion to participate in their '*buurtbakkie*" activity. This is

an event organised by the housing corporation to enable dialogue between the residents of the *Gaarden* and the organisation. We used this opportunity to engage with residents through semi-structured interviews. We had prepared a list of questions to ask the residents, divided into three categories. The first were short questions on their demography, such as their age or whether they had a family or kids. We felt that this was important to understand the kinds of facilities they used. Then we asked them about their neighbourhood, for example by asking them what they liked or disliked and where they wanted to go. Last, we focussed on what they wanted to see. We asked them questions like "What would you like to learn or what are dreams you have which you want to reach?" And "What activities do you (already) do in the neighbourhood?" We asked this to get a better insight into the existing use of the neigbourhood and what they would like to achieve within it. To get a better idea of what residents wanted participants were furthermore presented with activity cards (Appendix 3). These included images of gardening, cooking, a makerspace, and quiet study spaces. We used these as examples to help generate creativity and ensure that respondents were truly thinking of the variety of options that could potentially be realised in their neighbourhood. While at the outset we were worried that by only providing the residents with nine different options, we might have limited their ideas. During our conversations, we noticed that it produced sparks for the residents to think outside of the box and it generated really interesting results.

While analysing the data, we took great care to triangulate the requests and desires of the residents by returning to the literature based on the data we gathered. While the gathered information often corresponded to the reactions we received, we also took great care to revisit the collected information based on what our respondents told us. In this process, we once again gave centre stage to the perspectives of the residents as it is their lived experience our intervention needs to fit into.

While we were developing our intervention we returned to the literature on the topic and the expertise of actors engaged in the field. We found both of these by snowballing different topics through desk-research. Furthermore, we

also turned to the literature on management and Theory of Change. Throughout the process, we also relied heavily on in-group discussion and external feedback to ensure a streamlined and coherent final product.

Using these different tools (literature, observations, interviews) helped us get a good idea of what the residents of the *Gaarde* wanted for their meeting space. In turn, our research question has formed an essential part of the final project, as our commitment to the needs of the residents has informed our process in its entirety. With this information, we have chosen to create a modular system that can adapt to the needs of the residents, and we suggest starting with a petting zoo. In the following chapter the data used to come to this conclusion will be presented, which will be followed by a detailed plan for our intervention in chapter 4.

Proposed neighbourhood changes

Introduction to the redevelopment

The housing stock within *Dreven, Gaarden* and *Zichten* is almost entirely owned by the housing corporation Staedion. Staedion recently indicated that they have the intent to invest in the upraise of these neighbourhoods (De Mos & Dubbelaar, 2021). The renovation of *Dreven, Gaarden* and *Zichten* is a collaboration between housing corporation Staedion, the municipality of the Hague, and project developer Heijmans (Gemeente Den Haag, 2021). As most of the houses in these areas are very outdated and in need of renovation or renewal, Staedion involved the neighbourhood residents in an open conversation to find out what they consider important for the redevelopment plans and how they see the future of their homes (Gemeente Den Haag, 2022). Some examples of their answers are: being able to stay or return to the neighbourhoods, more places to meet each other, and more green spots in the neighbourhood. On February 10, 2022, the city council approved the project document for the *Dreven, Gaarden* and *Zichten*. The renewal of the neighbourhoods will be done in phases, as to be seen in the map below. The renewal will take about 15 to 20 years and the first construction projects are expected to start in 2023 and end in 2040 (Gemeente Den Haag, 2021).

Building towards a better neighbourhood- the redevelopment plans

In the official renovation plans for *Dreven, Gaarden* and *Zichten* called: 'building towards a better neighbourhood' (*bouwen aan een betere buurt*) there are five main objectives: 1. improved housing, 2. extra and more diverse housing, 3. more (public) facilities, 4. improved green, and 5. mobility (Gemeente Den Haag, n.d.). The first objective, improved housing. states that there are too many outdated houses in the area, therefore new houses will undergo renovation or will be demolished (figure 1). It is noted that for all of the social rent houses that will undergo demolition, new social rent houses will be built. The objective of extra and more diverse housing states that 3,500 extra houses will be added to the area; including mid-priced rental and owner-occupied housing as well as social rent housing. More (public) facilities

states that with the growing number of houses and thus inhabitants of the area needs to be matched to the amount of (public) facilities. Therefore, new common meeting places, schools, health services, cultural hubs and more will be built. Improved green states that the greenery in the area will be improved in use. Meaning, unutilized plots of land will be reused as parks, common vegetable gardens or playing areas. By building houses in length rather than in width, there remains enough space on ground level designated to create green common areas. Lastly, the objective of mobility refers to the plan of the municipality of The Hague to improve the traffic safety for pedestrians and cyclists. Creating improved routes in the area will hopefully improve the mobility in the area.

Placemaking in *Dreven, Gaarden and Zichten*

The redevelopment of *Dreven, Gaarden* and *Zichten* tries to incorporate certain principles of placemaking. Placemaking is a collaborative process in which multiple parties decide on ways to improve public space. It involves a process of mutual decision-making, where residents and developers are treated as equals, to gain maximal shared value of a shared place which lies at the heart of a broader community (Project for Public Spaces, 2007). In placemaking, the emphasis lies on the bottom-up approach; where the residents in the area, those who experience the surroundings on a daily basis, are highly involved in the (re)development plans (Ibid, 2007). By closely involving the local residents of *Dreven, Gaarden* and *Zichten*, in the redevelopment of their neighbourhoods, Staedion implements part of the philosophy of placemaking. A 'great' place (according to placemaking theory) consists of the following characteristics: the public place is accessible and well connected to other important parts of the neighbourhoods, it is a comfortable and welcoming place, it is attractive for people to participate in activities in the place, and lastly, it is a sociable environment where people will want to pay recurring visits to (Placemaking, 2018, 4). The objectives of the redevelopment plan for *Dreven, Gaarden* and *Zichten* are very much aligned with the characteristics of a

Figure 1: Redevelopment order map of the Gaarde, Zichten en Dreven.

'good' place. With efforts such as redeveloping (green) public facilities and improving mobility (objectives 3,4 and 5) *Dreven, Gaarden* and *Zichten* can be redeveloped into a comforting and 'good' place. However, as stated by Reinhout Kleinhans (2022) we must be aware that the neighbourhood changes such as the demolitions and new constructions are not static entities. We have to understand to what extent and how they change the individual life chances in order to make the placemaking work in the right manner (Kleinhans, 2022).

With the current project there is an attempt made to combine place-based policies for neighbourhood change with people-based policies, also suggested by Kleinhans (2012).

Who are we meeting?

The residents of *The Gaarden and Dreven*

Looking at the demographics of the residents of these neighbourhoods we get a very diverse image in many directions. The gender is almost evenly distributed for all neighbourhoods, as shown in figure 2.

The age distribution shows that the largest group represented in this area has an age between 25 and 45 years old. Other well-represented age groups are those of ages between 45 - 65 years old and 0 to 15 years old. The least represented age group in this area is the group that has an age between 15 and 25. The reason for this is unclear, but a suggestion is that it might be due to the fact that children of this age often leave their parents house to study in another (part of the) city.

Western, Turkish, Moroccan, Surinamese, and Dutch Antillean are the most common migrational backgrounds in this neighbourhood. Again, this confirms the diversity of the neighbourhoods. In terms of household composition, a household in *The Gaarden & Dreven* has an average of 2,2 inhabitants. The majority of households are either one person or a family with children.

The neighbourhood as study area

Some characteristics of the neighbourhoods are listed in Appendix 1.2. In The *Gaarden & Dreven* the majority of dwellings has a living function (4.674). The most common uses of non-residential dwellings are for shopping, meeting, and educational purposes. In addition, four buildings in the area are dedicated to health care.

The average distances to facilities in the area are also shown, as well as the number of facilities within one kilometre. Other than a supermarket, there are numerous other options for doing your groceries. This makes sense given the neighbourhood's diverse demographics. There are also a large number of child-focused facilities in the area, such as daycare, primary schools, and high schools.

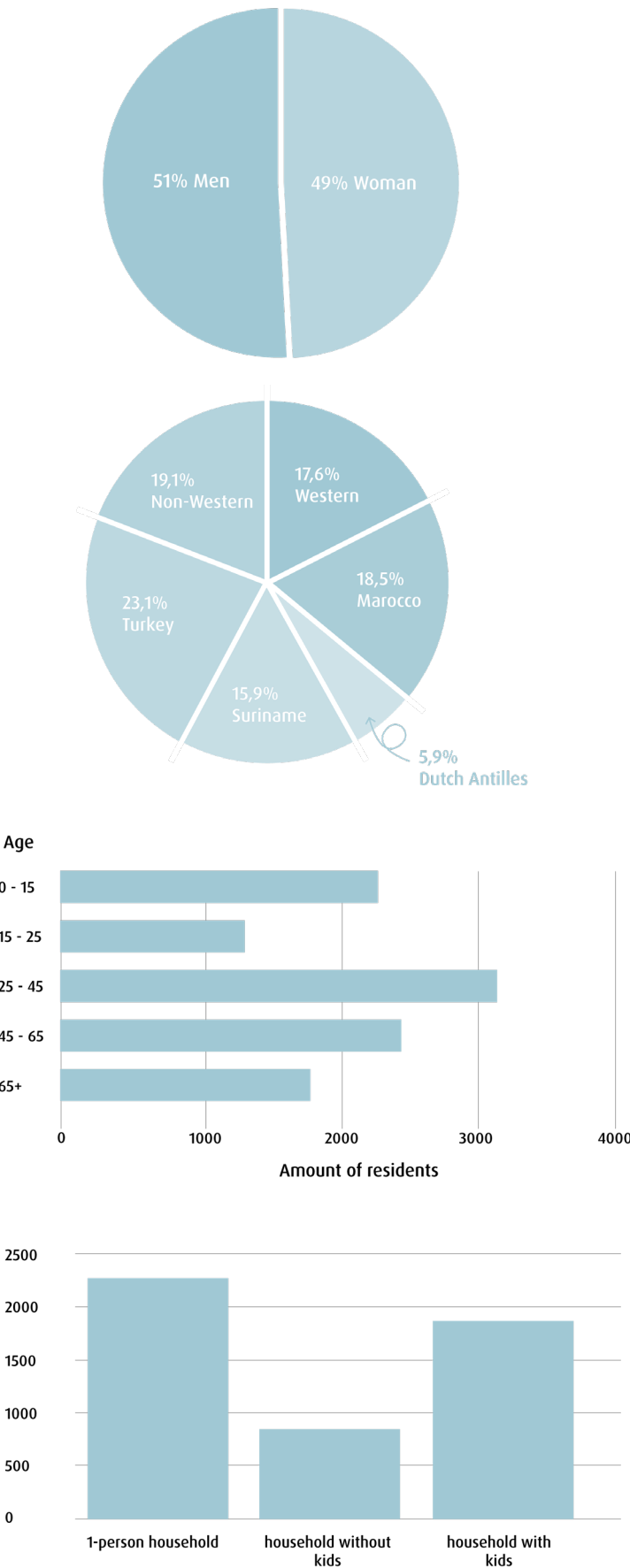Finally, crime rates are shown in Appendix 1.2 to demonstrate The *Gaarden & Dreven's* feeling of

Figure 2: Diagrams showing the demograpics

safety. As can be seen, there are 33 notions of robbery in the area, 55 notions of demolishments, and one hundred notions of violence or sexual assault by people in the neighborhood. It is unclear whether these statistics are completed entirely by residents of The *Gaarden & Dreven* or by people from other locations.

Observations and interviews

The *Gaarden* neighbourhood has experienced extensive changes since it was built during the reconstruction period. It is now a highly diverse neighbourhood with a predominantly residential function. On Thursday the 10th of March a group of TU Delft students conducted fieldwork to better understand how the residents feel about their neighbourhoods, what they would like their neighbourhood to be, and how they engage with their neighbours. This experience was essential as the needs and wants of the residents form the centre of the proposed final project. We see this as both normatively desirable as it enables the residents to take agency over their living circumstances, and practically beneficial as this will likely result in a more sustainable and durable solution.

The questions asked of respondents were centred around how they used their neighbourhoods and how they felt about it. We furthermore presented them with activity cards to inspire them to think about the potential spaces that could be created in the neighbourhood. Another focus was finding potentially suitable locations to create such a project, especially as the neighbourhood will be experiencing a large amount of changes during the renovation period.

The interviews were done in three sets by different students and in different time periods. In the following section we will present the concluding remarks of each set of interviews done during the fieldwork. In Appendix 2 the data gathered during the fieldwork can be found in an extensive description. First the data gathered by interviewing the residents will be examined in clusters. This is followed by an examination of potential spaces where new projects and interventions could be realised and tentative suggestions.

Concluding remarks interview set 1

Concluding from the diagram below (figure 3), The *Gaarden* has a lot of services and some activities (mostly for small children) nearby. But most people go to other places like the centre and beach to do activities there. Only young kids use the outdoor space through activities. The parents don't have that much contact with each other because they can keep their children in sight through the windows. There is only one bench in our location, it is hard to use the space for elderly, and there is no space for teenagers to meet. All different ages want a petting zoo, maybe a nice idea to start with this to bring people together. After that maybe small and flexible units can be installed housing the other popular functions. The sportfields of Escamp II haven't been used this whole year.
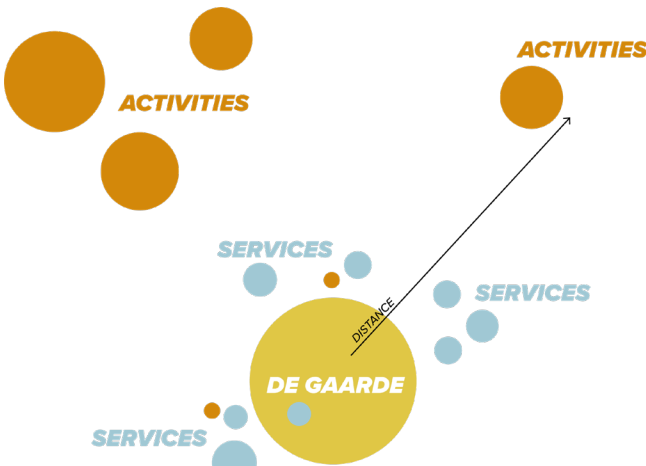
Figure 3: Diagram showing the distance of activities and services to De Gaarde.

Concluding remarks interview set 2

The only person who expressed a clear need for meeting spaces was the mother and her children, the former as she wanted to watch her kids close by her home and the kids because they wanted places to hang out outside of the home. Others are fine with travelling further away or using private spaces such as their homes. However, because the interviews were largely led by the respondents (ex. because they said they only wanted to talk to us if we kept it short), and we weren't as adamant about things like activity cards, people might have just not considered other options.

People with special needs (ex. the man with autism) need to be kept in mind while we design. Social cleavages and racism are present, and there seems to be a divide between the residents with a migration background and 'ethnically Dutch' people. The latter were most adamant about not needing shared meeting spaces.

Basic amenities for shopping etc. are located at the edge of the neighbourhood while for other things many are willing to travel further away (for example, by indicating that there was no need for a space like a library because there were two that they could use in the surrounding neighbourhoods).

Concluding remarks interview set 3

We can conclude from our conversations with the ladies in the community living room that, despite their initial lack of faith and need for new public spaces, these spaces would be welcomed after all. This lack of faith stems from the fact that many green play areas have been created in recent years, but they are either poorly maintained, attract loiterers, or are only geared toward small children. The main desire is for more greenery, which would allow (elderly) people to walk through or have a peaceful experience. They want something that will not add to the litter in the area, but will instead improve its livability and quality. In other words, quality comes before quantity. If you want to keep the youth from loitering in the recreation areas, consider making another place for them to congregate and hang out. This should be a place where they can hang out without bothering others, but also a place where they are not disturbed by other inhabitants. There are many areas in the neighbourhood that have the potential to become places that cater to the needs of people of all ages. The next step will be to identify the obstacles in these areas and brainstorm solutions.

Overall conclustion

At first glance, The *Gaarden* appears to be a neighbourhood where people of all ages and social classes could congregate. There are many areas for children to play, and the area has many open spaces, both at the top of the neighbourhood and throughout the area. However, when speaking with the residents, it is clear that they are dissatisfied with the area as a whole.

The fact that parents with young children prefer not to use the playground is a direct contradiction to the relatively new playgrounds. They indicate that there is either too much litter or that older youth are loitering in the area. These are the same reasons why elderly people do not use the neighbourhood's green spaces, causing them to go elsewhere and never stay in the neighbourhood. The youth dislike the meeting places in the area as well, because there isn't much to do and they don't have all the resources to pursue their interests.

The lack of people on the streets and in the open spaces creates some kind of estrangement between them. This is due to the generation gap and segregation in the neighbourhood, which is causing racism, cluttered areas, and a lack of community in the area.

Proposal for the new meeting space

In her article, Blokland (2008) describes how many neighbourhood visions, policy documents, and strategic memorandums of housing associations attach great importance to concepts such as 'neighbourhood cohesion' and 'integration'. The idea is that the cohesion of 'problem neighbourhoods' often falls short, and therefore, investments must be made. In this case, 'more contact' or 'more intensive contact' between residents is synonymous with more 'cohesion', as meetings should lead to contacts that last and that in turn have more positive outcomes (Blokland, 2008). However, this doesn't happen by itself. What contributes to a sense of cohesion, and subsequently makes people feel more at home, are everyday encounters. Meeting otherwise unknown others on a regular basis creates public familiarity: you acquire knowledge about others and start recognizing them, without getting to know them personally (Blokland, 2008). As a result, one can make a better assessment of how to place the others socially and the ability to judge our social environment increases. Although this could either lead to trust or mistrust, in both cases it creates clarity about what to expect from others. Public familiarity therefore contributes to feelings of safety, which makes it easier to feel at home.

To create public familiarity, and subsequently the possibility for communication, there is a need for public spaces in the neighbourhood where people meet each other. The question is how to organise these places in such a way that they optimally facilitate both sporadic and repeated encounters, and how to optimise the chances for these encounters to lead to more sustainable relationships (Blokland, 2008). According to this research, such a space should be multifunctional and facilitate meetings that are natural. A meeting space that is 'natural' and multifunctional means that people come there because they have something to do, not because they are 'forced' to meet others. For example, getting a cup of coffee every week at the community centre where you see the same faces over and over creates a setting for potential contact. Nowadays meeting spaces are often designed to promote cultural differences, such as cooking to become familiar with other cultures. However, those whose culture

it concerns rather be simply addressed as people, instead of emphasizing ethnicity/culture (Blokland, 2008). In addition, providing activities at a meeting space would be beneficial, as Bunaiuto, Bonnes and Constinisio (2004) found that this, together with frequent visits with neighbours, was related to a higher degree of general residential satisfaction. More specifically, research by Skjaeveland and Gärling (1997) found that the perceptions of residents of the neighbourhood's spatial characteristics were related to the social activities they carried out here.

Therefore, to facilitate more familiarity and neighbourhood cohesion we propose a modular system of containers called "Bouw je eigen buurt" (build your own neighbourhood) which the neighbourhood itself can adapt to its needs. We want to create a space for the residents to engage in activities within the neighbourhood, as our empirical research shows that many leave the neighbourhood to engage in certain activities, while only the most pressing amenities (such as supermarkets and drug-stores) are located within the area (Assignment 2, 2022.) We will provide the neighbourhood with a starting point from which they can make their own shared spaces. This toolbox will provide inhabitants with the ability to build cheap and flexible structures that suit their needs. By creating a flexible solution we furthermore hope to increase the sustainability of the project and enable it to adapt to the large-scale changes that the neighbourhood will experience in the near future.

We will initiate this process with a petting zoo and information point. That means that containers will be used to house a limited amount of small-farm animals that the neighbourhood can engage with. In the petting zoo, there will be an informative space where information and ideas surrounding this project can be shared to make the neighbourhood feel more involved and connected to the project. This latter aspect of the project is particularly important as we are guided by the idea that this is a project that takes place in collaboration with the neighbourhood instead of externally organised. Also, we want to give people more security and information about the changes taking place. Additionally, in the area of the petting zoo, including the information point, there will be free wifi provided. This feature is likely to make the

place an even more attractive space to hang out, since it enables people to do some (school) work here and is useful for individuals who do not have access to the internet outside their homes.

There is a twofold motivation for starting with a petting zoo as the first activity. First, during our fieldwork, we saw that most respondents were greatly attracted to this idea. The interest in this activity cuts across different lines of division such as generation and culture, and for a space to be used by many people, it needs to appeal to multiple groups. We noticed that elderly people were looking for a nice and calm space to relax while children were looking for activities close by that would appeal to multiple generations (for example to both younger and older siblings), both of which could be facilitated. Also, when specifically prompted with the idea of a petting zoo many people were enthusiastic about the idea and specifically chose it over other activities (Assignment 2, 2022).

Furthermore, using animals as an activity to generate encounters is highly beneficial. First, there are undeniable benefits to personal well-being associated with pet ownership. Pets can act as a significant source of social support and provide both mental and physical benefits such as more exercise, greater self-esteem, and less anxiety (McConnell & Brown, 2011). Furthermore, using animals in therapy for children is a well-established practice that enables them to better cope with certain situations and increase their mental well-being (Melson & Fine, 2015). This suggests that it is not necessarily pet-ownership itself that can increase well-being, which in urban environments (especially those experiencing poverty) is often unattainable, but general interaction with animals which carries positive effects. This is supported by Melson and Fine who also show that small children strongly relate to the animals around them and see them as an important part of their environment, for example by relating to them as "special friend[s]" (2015, p. 187). By creating a petting zoo in the neighbourhood we hope to extend these individual-level benefits to the broader community, even to those who do not have animals themselves.

It is however not only at the individual level that interactions with animals can help people. An increasing body of literature has analysed the ability of animals to generate social contacts and generate connections within a community. Especially dogs have been shown to act as "social lubrication" for their owners, for example by facilitating their owners with certain walking routines that the rest of the neighbourhood can, in turn, recognize and feel familiar with (Bulsara et al., 2007, p. 48). Furthermore, dogs can act as an ice-breaker and generate networks of support such as information and practical help (Wood et al., 2015). While the latter is often limited to relationships between pet owners, for non-pet owners animals can also generate more social contacts. They can generate conversations and even friendships as the animal's presence breaks the idea that strangers should "politely disregard" each other in public, giving people a reason to talk to each other (Wood et al., 2015, p. 12). While the literature focussing on these social effects of animals is once again largely based on pet ownership, it seems likely that in their role as ice-breakers animals in a petting farm can perform a similar function. It creates an opportunity for people to congregate around an activity and in turn gain familiarity with each other and maybe even start a conversation about the animals. Furthermore, while a majority of the existing literature focuses largely on dogs, other animals such as rabbits and sheep have been shown to generate more interaction in neighbourhoods (Wood et al,. 2015). Furthermore, interethnic contact in public green spaces (which the petting farm would act as) increases through the generation of communal meanings (Peters et al., 2010). Creating a space that centres both the activity (visiting animals) and the ability of animals to generate interactions, will likely lead to beneficial results.

Our design

As stated previously we suggest a flexible design made up out of individual containers that can perform different functions depending on the wishes of the inhabitants. Because both the literature and our empirical data show that a petting zoo is a desirable option for *de Gaarden* we suggest starting with a petting zoo, which could, because of the container system, be expanded later on.

The containers can be moved as a whole, but can also be demounted and moved which makes moving
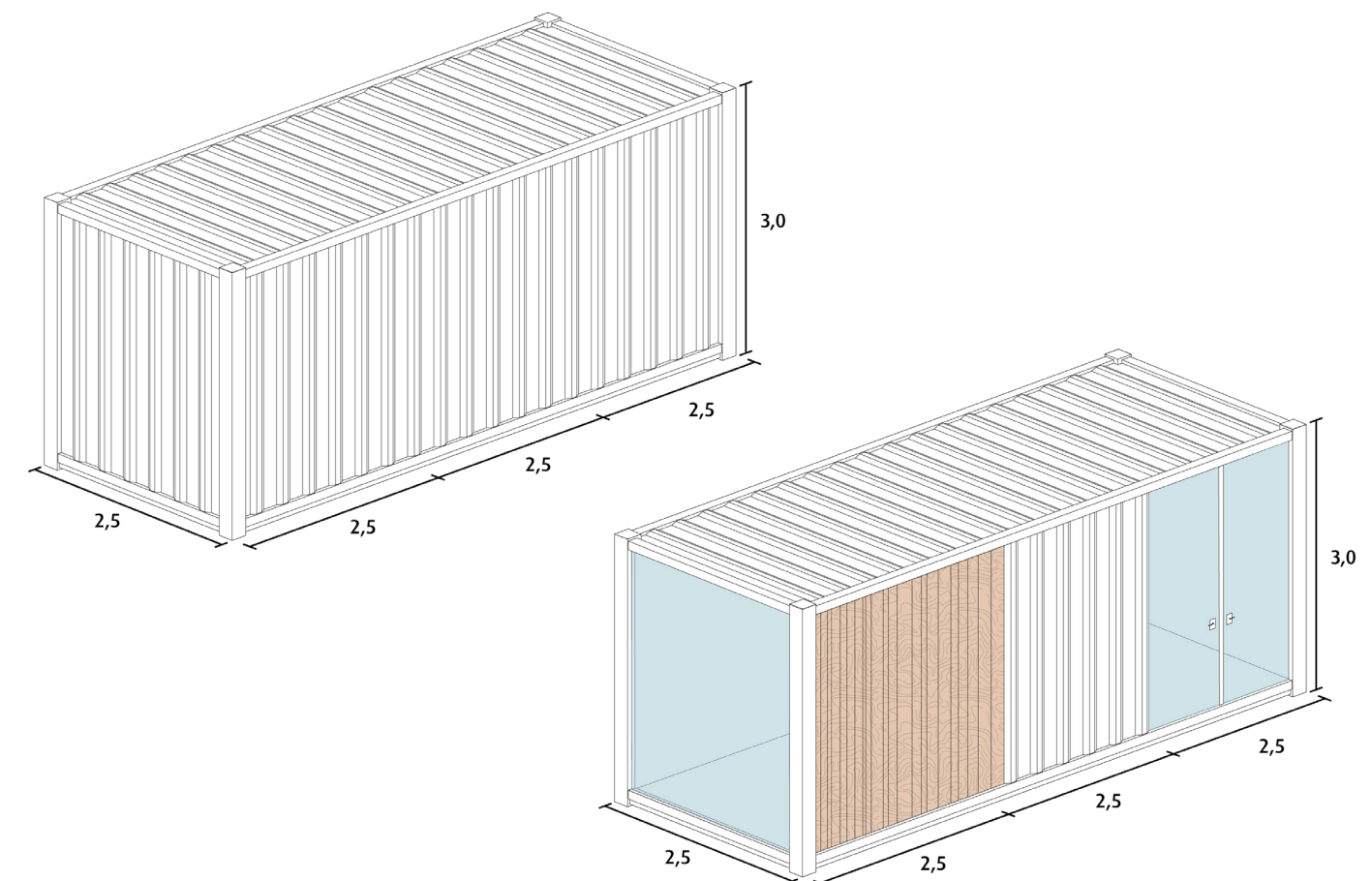

Figure 4: Measurements and possible materiality of the demountable containers

the construction more flexible. It has an added bonus that the containers can change over time. A closed panel of the container can be changed into a window to create a more comfortable climate inside during the winter. Different materials can be used for different functions. A whole wooden container makes a perfect place for the petting zoo and a whole glass container can function as a greenhouse. This flexible system can change to accommodate needs of the different activities the neighbourhood wants.

The containers can be made flexible by using (recycled) plywood to insulate them and make them suitable for animal holding. Plywood is a suitable material as it is a natural fibre and well suited for a variety of animals. For those animals that cannot be held in ply-wood (for example because they will chew through it or otherwise damage/are at risk of the material) other materials such as rubber matts ("stalmatten") should be used. Internal dividers can be used to divide a big container into multiple stables, either with internal doors or without them,

or to divide one container into a space for multiple activities. Our container system is also changeable around its sides as the outside panels can be exchanged to contain different materials or even doors and windows (as seen in the illustration above). This can make the containers look more attractive and create transparency as to what is going on inside. Furthermore, after the project is on its way the inherent flexibility of the containers also ensures that it can adapt to future activities the neighbours might want to partake in. For example, from the outset one container will be adapted into an information area/office that can be used by the community to further develop their ideas. Due to the flexible nature of our project this space can be expanded or reduced at wish. Similarly, more containers can be added that house different functions such as a study area, a kitchen, or a little store that sells products like eggs to ensure that the money can be reinvested in the project. If it turns out that these projects end up not being to the wishes of the community, they can simply be transitioned.

Furthermore, the containers can be moved by a crane truck when a new location is required. As said previously the construction is only supposed to be moved if necessary due to the renovations, largely to maintain animal welfare. For this, external services need to be hired which might increase the costs of actions like these, as the moving of containers requires specialised equipment such as crane trucks. A superficial online search reveals that renting a tow truck to transport a container over short distances costs about one hundred to five-hundred euros. While we acknowledge that requiring the organisers to hire an external party to ensure that the project can be moved can create friction and extra difficulty for the organisers, we also see that it is unfeasible to acquire the necessary equipment within the budgetal and spatial constraints of the project at hand. Furthermore, there might be a potential to link up for these specific tasks (that would in total only occur once or twice) with the local building

company as they will have heavy equipment available to deal with these tasks. As this will only happen twice or three times throughout the entire project it is not necessary to create a sustained relationship, but rather a single partnership to aid in particular circumstances. Thus, mobility-wise, our container construction is not moveable on a day-to-day basis, but rather per building phase.
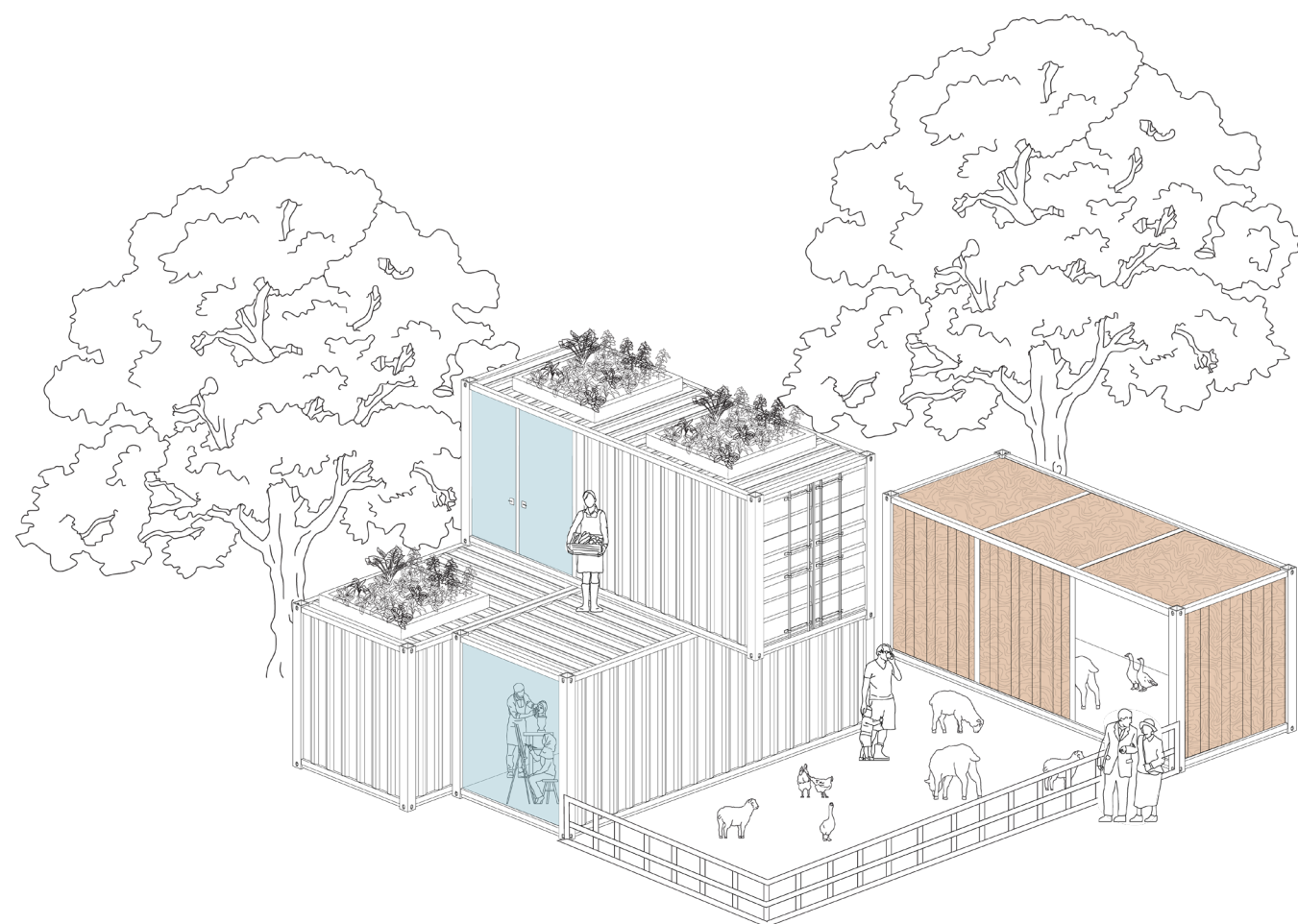

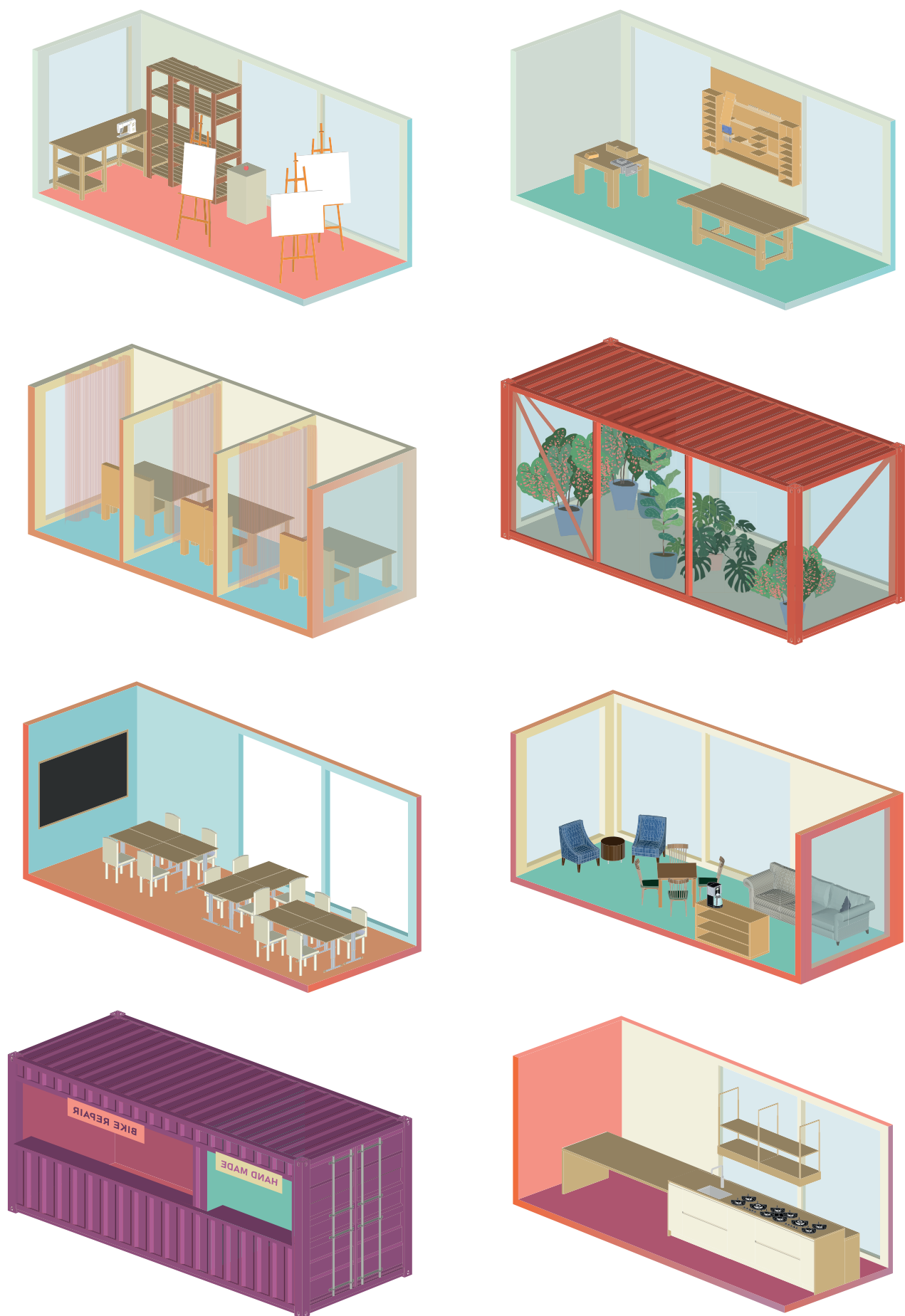Figure 5: Possible outcome of the intervention

Figure 6: Possible activities which show the possible diversity of the containers

Examples

Examples of animals in urban spaces and containers can be found in the Cascoland intervention in the Kolenkit neighbourhood in Amsterdam. The 'Mobile Chicken Coops' were set up to enable residents to raise their own chickens and generate economic profit for the community by selling the eggs (Cascoland, 2014). The chickens were placed in trailers and placed in a public green space.

Animals are able to use the containers as a stable during the night while during the day they should be able to go out into green spaces to enable interaction and for animal welfare (weather permitting). These containers can be adapted to the needs of the animals, and it should be noted that not all times of year are suitable for all animals (figure 7).

Furthermore, there are a variety of private enterprises that enable people to rent petting farms for birthdays or other special events. These actors are specialized in generating safe and mobile spaces in which animals can reside, often providing a stable and a fencing (Roel's Beestenboel, n.d.).

Figure 7: Containers used as horse shelter (Villaros, n.d.)

This can likely be made permanent by using the stability of the containers and by anchoring the fencing into the ground. However, it should be noted that for animal welfare the cages should be structured differently than those used for these temporary zoos.

Figure 8: Mobile petting farm for rent (Roel's Beestenboel, n.d.)

Planning and time sequence

As already explained, the project will start with a petting zoo and an additional information point. During this first phase, the project will be located at the heart of *Gaarden*, in the Ambachtsgaarde.

As animal welfare is a top priority at all times, the petting zoo will start off with some smaller animals which need relatively little space and which are easy to take care of. This will enable a comfortable living environment for the animals, since they are easy to accommodate in the containers or additional kennels, they can stay inside during the night which will guarantee their safety, and they are easy to move when the project needs to change from location. Examples of such animals are guinea pigs, bunnies, chickens, and small goats. In addition, these animals are suitable because the project will start in the middle of the neighbourhood, which makes it important to make sure that it concerns animals who do not become a nuisance. Besides the animals, the petting zoo will also act as an information point. There will be a container where residents are welcome with all their questions concerning the renovations in the neighbourhood.

A few months after the start of the project with the petting zoo and information point, a new phase will begin. Together with the residents, an additional container will be developed which could have multiple purposes. In the first phase, residents will be provided with a so-called toolbox which contains several options for the new container, such as study spaces or gardening. The residents themselves are able to decide collectively what the purpose of the next container(s) should be, which makes sure that this really is a project for the neighbourhood. During these first two phases, the project has been located at the Ambachtsgaarde. However, as the renovation of the neighbourhood also happens in phases, there will come a time when the location of the project is also going to be renovated. In this case, or when renovations start close to the location, the whole project should move to a new location. The next location of the project should be determined during that time, as it depends on the availability of locations and where renovation is happening next.

Eventually, the desired final location of the petting

zoo are the Escamp II sportfields. The sportfields would be a great location for the petting zoo as they provide a lot of space with grass. This is not only good for the animals already present, but also creates the possibility to accommodate even more and different animals, such as small horses and pigs. The containers could also be moved to this location, however, this depends on the residents preferences and the containers purposes. Although the sportfields are currently not used, they do belong to an organisation. Therefore, meetings should be organised with both this organisation and the municipality to see whether this is possible, and if so, when this could be realised. As this takes time, this should already happen at the start of the project.

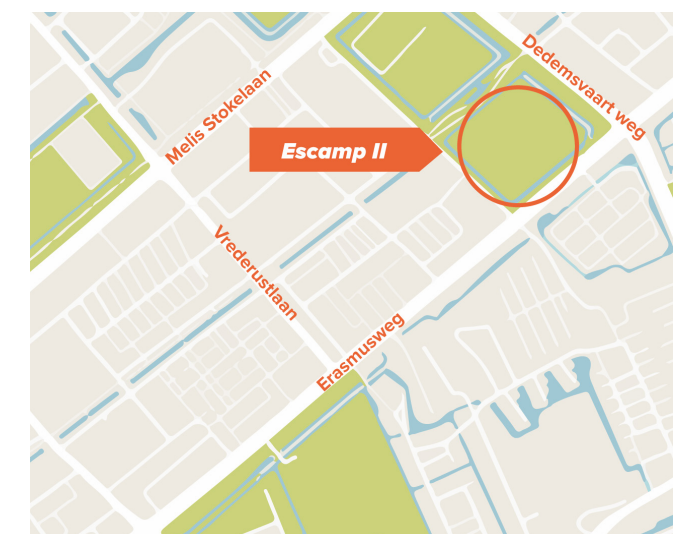Figure 9: Location of Ambachtsgaarde

Figure 10: Location of Escamp II

Scale levels

The whole project, but especially the additional containers which follow from the toolbox, are designed for the local residents of the neighbourhood *Gaarden*. It should really be an addition to the neighbourhood and a place where the residents enjoy coming. The additional containers can be placed together with the petting zoo, however, if desired, they can also be moved around the neighbourhood to make sure they are placed where they are wanted/needed. The petting zoo itself could also function on a larger scale and be an addition for both de *Gaarden* and its surrounding neighbourhoods *Dreven* and *Zichten*.

Stakeholder analysis

This project has quite a diverse set of stakeholders. They all have varying degrees of interest in the project as well as varying degrees of power. It is critical to identify and investigate these stakeholders' current relationships. We'll look at the synergies and conflicts between some of the stakeholders to see where the pain points and opportunities are. The main guiding principle will be to give every stakeholder a voice, particularly those with less power. In this way it is strived to include as many stakeholders as possible to ensure a higher level of social cohesion in the neighbourhood.

Stakeholders visualised

To get a better grip on the stakeholders and how they could play a role in the current project, they are visualised based on different characteristics. As seen in the Appendix, the stakeholders are described by their level of power and their level of interest. This is also visualised in the Stakeholder diagram in Figure 11. Each stakeholder has a

different role (see Appendix) based on their level of power and interest. Every role demands a different approach, e.g. the municipality of The Hague has high interest and high power in this project and therefore it is important to manage them closely. However, parties such as the provider of containers or local sports clubs have little interest as well as little power in this project and therefore it is only advised to monitor them. Parties with high interest, but little power are important for this project, as mentioned earlier, and for them it is important to keep them informed and involved. In this project there could be a lot of local initiatives involved and this could be a huge contribution to the success of the project. In the second table in the Appendix the stakeholders are categorised to be either internal or external, defining how closely they are related to this project. One of the ideal outcomes would be to have as many as possible of these stakeholders in the internal category, meaning a lot of social cohesion in the neighbourhood.
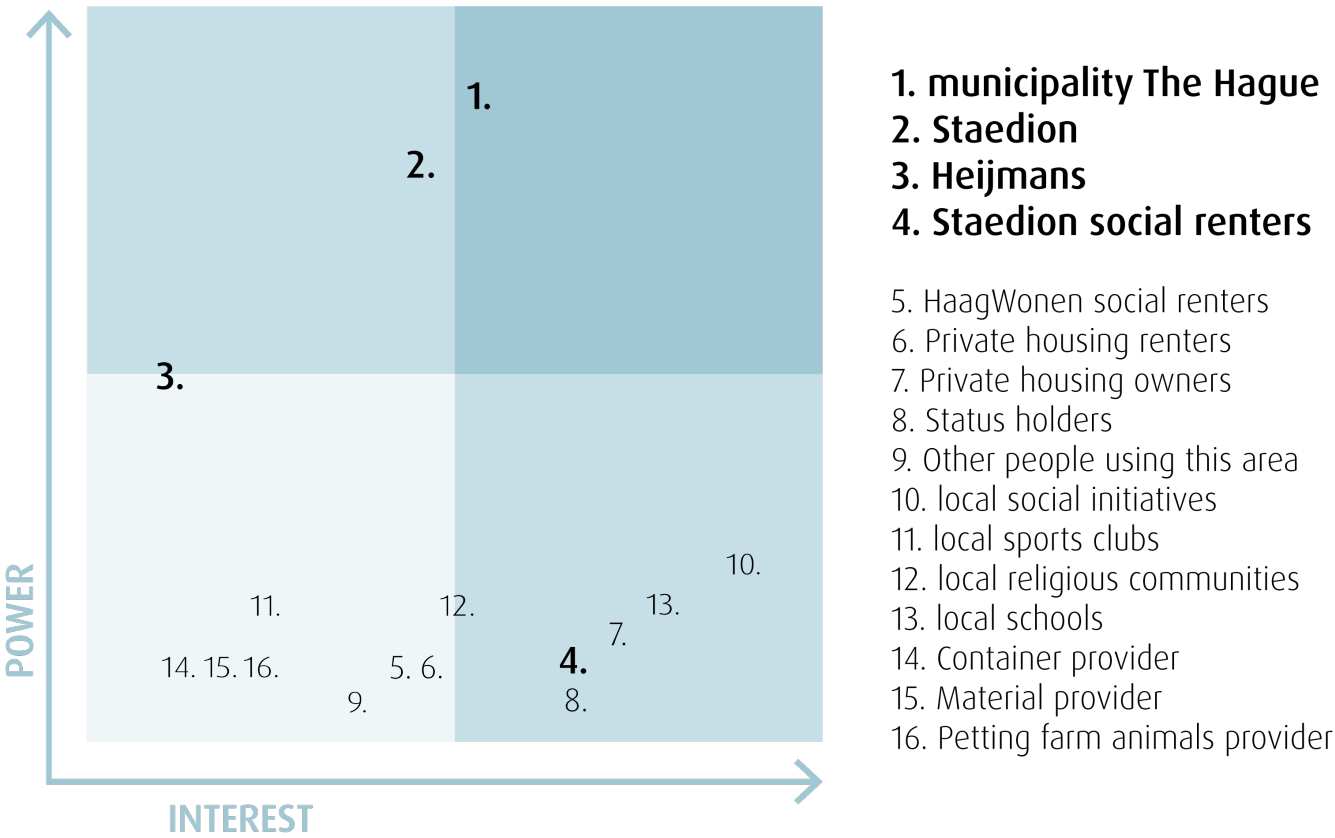

1. municipality The Hague
2. Staedion
3. Heijmans
4. Staedion social renters

5. HaagWonen social renters
6. Private housing renters
7. Private housing owners
8. Status holders
9. Other people using this area
10. local social initiatives
11. local sports clubs
12. local religious communities
13. local schools
14. Container provider
15. Material provider
16. Petting farm animals provider

Figure 11: Stakeholder Analysis diagram with Power on the Y-axis and Interest on the X-axisl

Synergies and conflicts

All the different stakeholders involved in this project are in nonstop synergies with each other. This is one of the reasons why realising a project as large as this is so complex. On the one hand you want to stimulate the positive synergies that are going on while on the other hand you want to solve conflicts. By mapping out the different synergies and conflicts, it becomes more clear how to handle the situation and to point out specific relationships that need more care.

Synergies

There are some existing synergies in the neighbourhood, as well as some that may emerge if this project is carried out. Investing in these potential synergies could help the project evolve in a more favourable direction. Figure 12 depicts all of the existing and potential synergies.

The relationship between the municipality of The Hague and the housing corporation Staedion is one of the existing synergies. This synergy is critical for the support (i.e. financial support) and should be well-maintained. Another existing synergy is that which exists between Staedion and the community living room (10.d in Figure 12). The women who volunteer in this location are in close contact with Staedion, primarily for art project funding. Similar synergies exist between Staedion and Bouwlust, the MengelMoestuin, Cascoland, and Stichting Mooi. It is critical for Staedion to realise to treat all of these social initiatives as separate parties and not to generalise decisions for all of them. In this manner, the initiatives will not feel heard and may turn against Staedion, despite the fact that we require their support for the project. Another existing synergy is that which exists between the Stichting Mooi and the residents who are status holders.

In addition to the existing synergies, there are some potential synergies that could emerge during the course of this project. One of the most important synergies that should emerge is one between the municipality and the residents, with a particular focus on this project. For this project to succeed 24 hours a day, seven days a week, there should be one project manager in charge of everything (maintenance, regulations, taking note of desires for container functions, and so on) associated with it. This person should be the primary point of contact for all residents' inquiries. This person would be paid by the municipality and would ideally live in the surrounding area. Another significant synergy could exist between the animal providers and the residents. The animal provider should inform the residents about how the animals should be treated and should be aware of any severe allergies. There should also be collaboration between the material provider and Staedion to ensure that the permitted materials and licences are in place. In

addition, Staedion should have a separate synergy with each stakeholder because this is their project and they all need to be included for it to run smoothly. To best meet all of their needs, they should maintain close contact with local schools, initiatives, churches, and residents.

Conflicts

Conflicts are almost impossible to avoid, especially when there are so many stakeholders involved. Conflicts usually arise when people or groups have different interests or opinions. Looking back at the figure mapping out the levels of power and interests of the different stakeholders there are a few groups with high interest in the project. It is more likely for conflicts to arise among these groups, since these groups either have to deal with or are responsible for the consequences. There are a few examples of existing conflicts among the stakeholders with the most vested
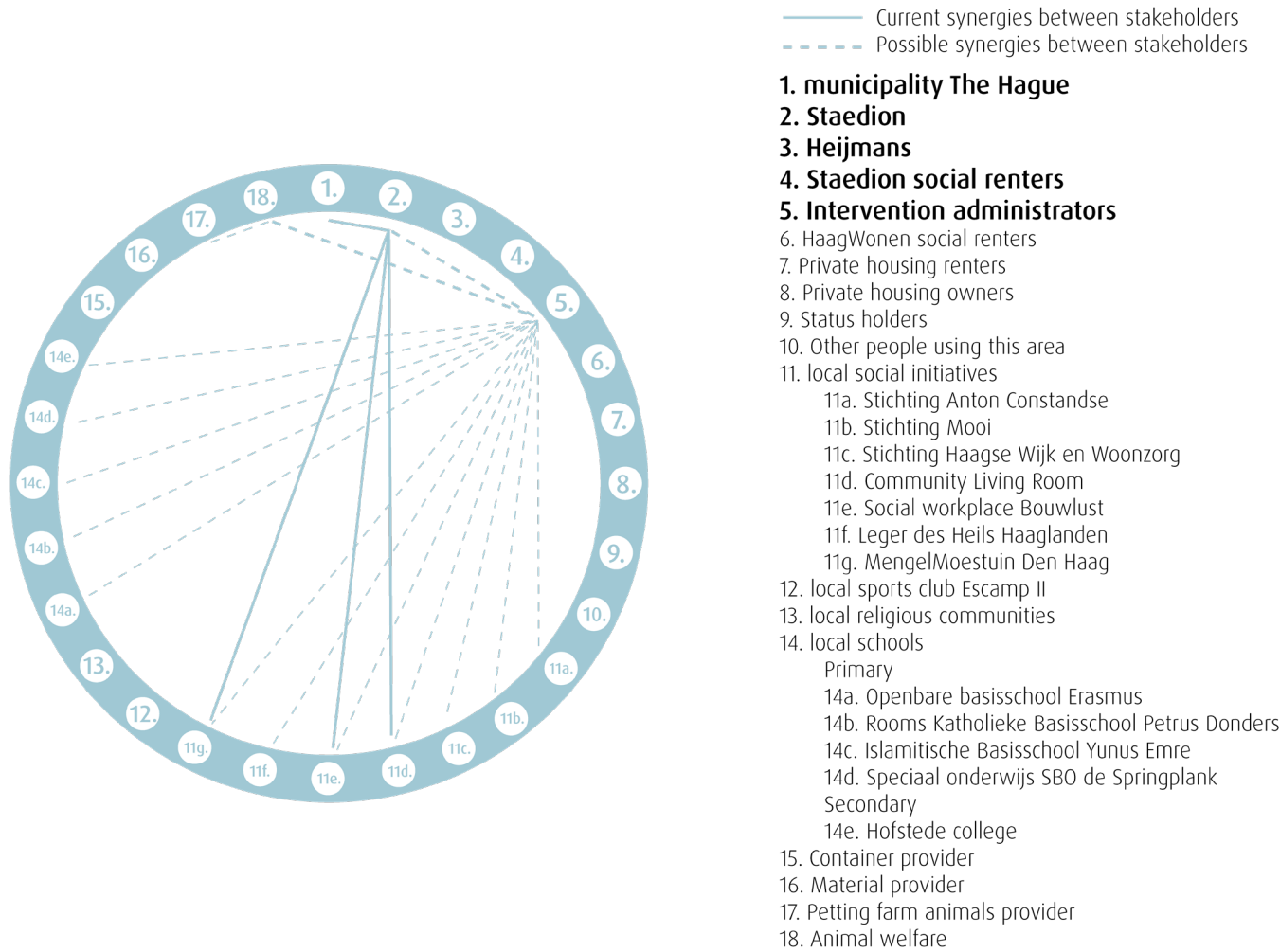

Current synergies between stakeholders
Possible synergies between stakeholders

1. municipality The Hague
2. Staedion
3. Heijmans
4. Staedion social renters
5. Intervention administrators
6. HaagWonen social renters
7. Private housing renters
8. Private housing owners
9. Status holders
10. Other people using this area
11. local social initiatives
    11a. Stichting Anton Constandse
    11b. Stichting Mooi
    11c. Stichting Haagse Wijk en Woonzorg
    11d. Community Living Room
    11e. Social workplace Bouwlust
    11f. Leger des Heils Haaglanden
    11g. MengelMoestuin Den Haag
12. local sports club Escamp II
13. local religious communities
14. local schools
    Primary
    14a. Openbare basisschool Erasmus
    14b. Rooms Katholieke Basisschool Petrus Donders
    14c. Islamitische Basisschool Yunus Emre
    14d. Speciaal onderwijs SBO de Springplank
    Secondary
    14e. Hofstede college
15. Container provider
16. Material provider
17. Petting farm animals provider
18. Animal welfare

Figure 12: (Potential) synergies between the stakeholders

Current conflicts between stakeholders
Possible conflicts between stakeholders

1. municipality The Hague
2. Staedion
3. Heijmans
4. Staedion social renters
5. Intervention administrators
6. HaagWonen social renters
7. Private housing renters
8. Private housing owners
9. Status holders
10. Other people using this area
11. local social initiatives
    11a. Stichting Anton Constandse
    11b. Stichting Mooi
    11c. Stichting Haagse Wijk en Woonzorg
    11d. Community Living Room
    11e. Social workplace Bouwlust
    11f. Leger des Heils Haaglanden
    11g. MengelMoestuin Den Haag
12. local sports club Escamp II
13. local religious communities
14. local schools
    Primary
    14a. Openbare basisschool Erasmus
    14b. Rooms Katholieke Basisschool Petrus Donders
    14c. Islamitische Basisschool Yunus Emre
    14d. Speciaal onderwijs SBO de Springplank
    Secondary
    14e. Hofstede college
15. Container provider
16. Material provider
17. Petting farm animals provider
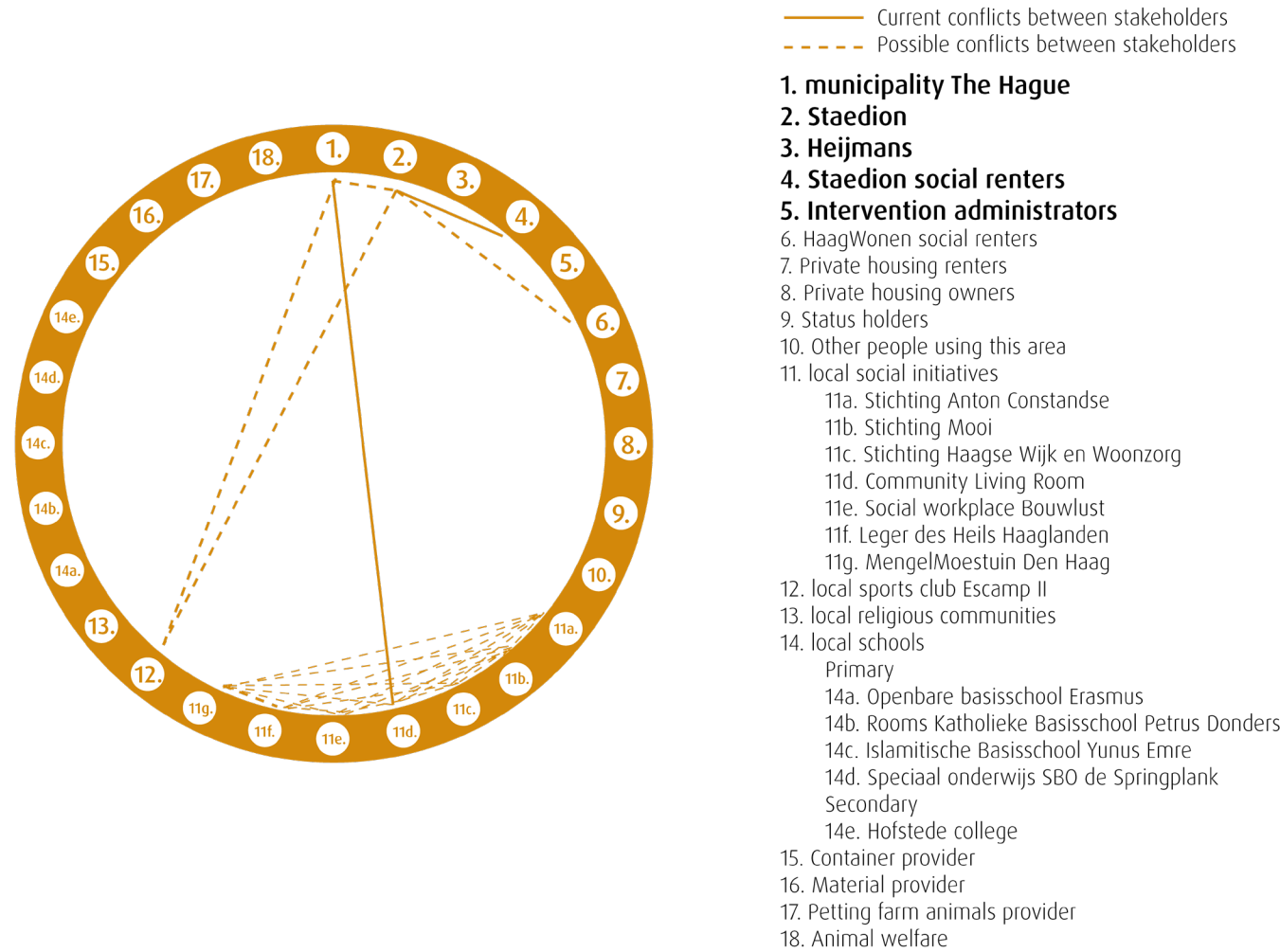18. Animal welfare

Figure 13: (Potential) conflicts between the stakeholders

interests. The first is a potential conflict of interest between the municipality and some of its residents (Staedion social renters and Status holders). The municipality's goal is to reorganise this neighbourhood as quickly and inexpensively as possible, which may necessitate residents moving in an unorganised manner. Another conflict has arisen as a result of the previously mentioned synergy between Staedion and the community living room. The last party mentioned that it is difficult to maintain stable contact with Staedion, which causes ambiguity and, as a result, less motivation to work in accordance with Staedion's wishes.

There are a few conflicts that could be expected when carrying out this project. There could be tension between private housing owners and social renters because certain residents may be treated differently. Conflicts may also arise between various social initiatives because they are now expected to collaborate. However, they may have completely different interests and points of view, which could lead to disagreements. Staedion could get into conflict with the municipality when there is inclearity about the division of tasks and the (financial) responsibilities. Conflict may also arise between Staedion and HaagWonen, because HaagWonen residents may freeride on Staedion's project. The last potential conflict is between the municipality/Staedion and the sportclub Escamp II. The project incorporates a repurpose of the sportsfield, which is currently underutilised. For this, the municipality will develop a new zoning plan.

Finally, there are a number of potential conflicts that could arise when carrying out this project. It is important to remember, however, that avoiding conflicts is impossible. As a result, in addition to maintaining an open line of communication with all stakeholders, it is necessary to determine which stakeholders are most involved in each area of the neighbourhood. When this is indicated, a plan should be developed for these specific stakeholders to meet their wishes while avoiding as many conflicts as possible in this specific part of the neighbourhood.

Limitations

It should be noted that the methodology for establishing the synergies and conflicts and power-interest model is based on limited knowledge and

research. The models were based on two field trips, interviews with residents and limited desk research on the *Dreven, Gaarden and Zichten*.

Local stakeholder clusters

As stated before, there are many local stakeholders present in *Dreven, Gaarden* and *Zichten*. To achieve a welcoming and participatory environment in this meeting space, it is important to involve local actors. As external institutions, Staedion and the Municipality of the Hague might have some difficulty in establishing a familiar space for the local residents. This is where the local stakeholders can come into play. The local stakeholder clusters are multiple clusters (groups) of different local stakeholder initiatives. The local stakeholder clusters should be determined based on synergy, and inclusivity. Meaning that they should be composed of different initiatives in the area, while also being able to cooperate with one another despite possible differences.

Staedion can involve different local stakeholder clusters in the organisational structure of the project. While figure 7 illustrates possible clusters, this is something that should be fine-tuned and discussed further by Staedion in accordance with the local stakeholders in question. With the use of local stakeholder clusters, representatives of each prominent social initiative are invited to collaborate with this project. For example, Stichting Mooi Welzijn, who facilitates voluntary work in the area, could appoint several volunteers to take care of the animals in the petting zoo to assist the administrator; or local gardening project MengelMoesTuin could host a gardening workshop.

The local stakeholder clusters enable the use of existing social networks to optimise engagement with the meeting space. Especially in the initial stages, all residents feel included in the meeting place. Therefore, the local stakeholder clusters act as an insurance of inclusivity and social engagement.

Figure 14: Possible local stakeholder clusters

Management and maintenance

Once established, this project is in need of a certain level of management and maintenance. Staedion is appointed to hire a team of two or more administrators. Hiring administrators is necessary because there should be several people on-ground to manage the location and the animals. The administrators will be appointed with the tasks of managing the information point and the petting zoo. Tasks include: opening and closing both locations, being a general caretaker of the small animals in the petting zoo (primary needs such as feeding, cleaning the stalls etc.), as well as maintaining cleanliness of both locations. At least one of the administrators should obtain the required permits and skills to take care of the petting animals.

The administrators should not only take care of the meeting space, but also function as a Staedion representative. Residents should feel as if the administrators are there for them as a direct line to Staedion to communicate their ideas for the meeting space. The administrators should also act as facilitators for the residents of *Dreven, Gaarden* and *Zichten*, for the development of the meeting space. For the stakeholders, the administrators serve as a direct point of contact with the residents, keeping the connection open from top-down to bottom-up. This is an important factor, as some of the residents have described to feel 'unheard and unseen' by Staedion and the municipality.

Organisational structure of the project

In the initial stage, most residents will be drawn to the petting zoo after being informed or out of curiosity. However, there needs to be some sort of organisational structure prepared that encourages residents to take part in the project. This project should employ a 'placemaking-mentality' for the residents of *Dreven, Gaarden* and *Zichten*. Thus, in accordance with placemaking, the meeting space should operate with the talents and assets that are already present within the community with

the organisational help of the key stakeholders. (Placemaking, 14)

The organisational structure of the project is as follows: the key stakeholders (Staedion and the Municipality of The Hague) are responsible for assembling several local stakeholder clusters and Staedion alone is responsible for appointing a team of administrators. The administrators collaborate together with the local stakeholder clusters on the organisation of events at the meeting point. This is done to encourage familiarity with the meeting space for the residents. If after a while, the residents feel more engaged with the meeting space, the residents (with help of the local stakeholder clusters) can assist the administrators in taking care of the meeting space, embedding that placemaking mentality (as mentioned previously).

Role of the actors, particularly of the residents

The organisational structure of the project is as follows: the key stakeholders (Staedion and the Municipality of The Hague) are responsible for assembling several local stakeholder clusters and Staedion alone is responsible for appointing a team of administrators. The administrators collaborate together with the local stakeholder clusters on the organisation of events at the meeting point. This is done to encourage familiarity with the meeting space for the residents. If after a while, the residents feel more engaged with the meeting space, the residents (with help of the local stakeholder clusters) can assist the administrators in taking care of the meeting space, embedding that placemaking mentality (as mentioned previously). Role of the actors, particularly of the residents

The first stage of the project will have a more top-down organisation approach from the key stakeholders. Here, the role of the key stakeholder is to apply the organisational structure. Thus, placing the administrators on location and assembling the local stakeholder clusters. The role of the administrator is to act as primary care-taker of the meeting space, and to collaborate with the local stakeholder clusters on events.

After this initial stage, the meeting place should acquire a more bottom-up approach where the key stakeholders hold a facilitating function, rather than an organisational one. The purpose of the meeting place is to create high social engagement amongst the different residentens of *Dreven, Gaarden* and *Zichten*. With the right tools and facilitation, it is the role of the residents to (after some guidance) take action into their own hands. The organisational framework presented in the previous section only serves as a blueprint for what the residents will eventually do themselves: create a space for one another, with one another.

Figure 15: Management and maintenance organisational structure pyramid

Inputs, activities and outcomes

In this section will be explained what is needed to realise the intervention, what kind of activities the intervention will house and what outcomes it will have on the neighbourhood. We will do that with some components of the Theory of Change (TOC) .

Inputs

Money

The costs of this project can be divided into two different components: the costs for the start up of the project and the costs for maintaining the project. The start up of the project is expected to cost the most, as everything still needs to be arranged. First, the use of the location and its subsequent permit need to be paid for. When the location is ready, all the materials for the animals' accommodations, the containers, and its transportation need to be arranged. Next to the projects' location, promoting the project by flyering also costs money as the flyers need to be printed. Additionally, searching for employees also costs money. However, this will be a task delegated to either the municipality or Steadion. Lastly, obtaining the animals, both via adoption from a shelter or purchasing from a specialist, will cost money. Once the project is running, additional costs will also come into play. Recurrent costs are those for the salaries of the employees working for the project, maintenance of the location and the animals' accommodations, and food for the animals. When the project enters phase two, in which an additional container based on the residents wishes will be added, more costs arise. Besides the costs for the materials and its transportation, costs are also made for printing flyers again and for organising meetings about the container's purpose. Eventually, if the project has to move to a new location, more costs will be made for the transportation and rebuilding of the project somewhere else.

Human resources

The key stakeholders, Staedion and the Municipality of the Hague are expected to hire an administrator as a main care-taker of the project. This person has to be present on working days at the meeting space. It is expected that after the project is running for a few months, the collaboration with local stakeholders and residents has increased. As this project should serve as a space for the residents by the residents, some of the work that in this initial stages is assigned to the administrator can be delegated to resident volunteers or local stakeholders. This means that in terms of human resources, it might not be necessary to hire a full-time employee as an administrator as the project evolves.

Furthermore, the stakeholders should assemble the local stakeholder clusters. Establishing the organisational framework around the meeting project should be a collaborative effort between Staedion and the Municipality of The Hague. For this, (part-time) staff should be hired by both parties. An interdisciplinary student or postgraduate think-tank can be set up for this.

Activities

What needs to be arranged in the first phase of the project is finding the location of the project and suitable employees. The suggested location for the project is the Ambachtsgaarde. However, a permit still needs to be issued and, after this happens, the location should be prepared for the petting zoo. It should be determined in which set up the accommodations of the animals will be placed, where the information point will be, and where the entrance for visitors will be located. During this time, flyers will also be handed out on the location itself and put in peoples mailbox to inform them about the project and how long the construction takes. Additionally, they will also be invited to the opening. When the location is ready and the set up is determined, the materials for the containers/accomodations can be brought and put together. When everything is almost ready and suitable employees are found, it's time for the animals to be picked out. Initially, the goal is for the animals to be taken out of (local) shelters or save animals from the bio industry that will otherwise be put down. Only when this does not lead to enough animals, which is not expected, contact will be made with animal sellers. When all the animals are accommodated and had their time to adjust to their new living environment, the grand opening will take place.

After the opening of the petting zoo and some time has passed in which residents became familiar with the project and each other, phase two of the project will be announced. During this time, flyers will be handed out again in which residents are introduced with the toolbox for new containers. They are now asked to give their own input for the purpose of the containers to be added. They can choose from the options provided on the flyers, or propose new ideas at the information point. They will be invited to a few meetings which will take place at the petting zoo where residents are able to discuss the new containers with each other the local stakeholder clusters. After it is collectively decided what the purpose of the new container(s) is, materials will be brought again and put together. With help of the Staedion project leaders, the residents can furnish the new container and use it as desired. This phase will go on until it is time to move due to the neighbourhood renovations. At the very first beginning of the project, a request will be filed at the municipality to move the project to the Escamp II sports fields. When this is approved on time, the project will be moved here. This could also lead to an expansion of the different types of animals and the amount of containers. In this case, new meetings with the residents will be scheduled again to inventorize the residents wishes again. When the request to move to Escamp II is not yet accepted, a new location in the neighborhood should be chosen, which could also be in cooperation with the residents.

Outcomes

In the intermediate term, this project is expected to provide a space where people want to come and where they enjoy spending their time. As the aim of the previously mentioned agreements 'Zuidelijke Randstad'/'Samen voor de Stad' is to make the neighbourhood more attractive to live in, this project would be a good step forward in achieving this. Instead of leaving the neighbourhood to do activities elsewhere, the residents now have the ability to stay close to their home to enjoy their time. The residents might start to like their neighbourhood (even) more and might be even proud of their neighbourhood. Also, the information point in the petting zoo is expected to provide the residents with all the information they need. They are no longer unaware of what is happening, where this is happening, and when this is happening. Instead of having to look for answers themselves, they can now get their answers in one clear location, whenever they want. Additionally, in conversations with Steadion, the residents expressed their wish for more meeting spaces in the neighbourhoods (Gemeente Den Haag, 2022). The petting zoo is such a space which provides residents with the opportunity to meet each other, but not in a way where they are forced to. Also, it provides the neighbourhood with a new facility, which is one of the main objectives in the official renovation plans (Gemeente Den Haag, n.d)

In the long run, the petting zoo is expected to have a lot of benefits. As a multifunctional space which enables natural contact, the petting zoo creates public familiarity, which will lead to a greater sense of cohesion in the neighbourhood. As neighbours get to know each other better, social networks might also arise. These effects of the petting zoo can contribute to addressing the neighbourhood problems which the municipality is also trying to tackle, such as polarisation, loneliness, and feelings of insecurity (Gemeente Den Haag, 2022). In addition, by giving the residents the opportunity to decide for themselves which new containers they like, they will have a greater sense of ownership and involvement in the neighbourhood. This ensures the incorporation of placemaking in the redevelopment in the neighbourhood, as it is a collaborative process where multiple parties decide together on how to improve the public space (Project for Public Spaces, 2007). Lastly, involvement of animals has proven to have several benefits, such as the generation of social contacts and connections within a community and improved mental and physical health (Bulsara et al., 2007; McConnell & Brown, 2011). Such benefits can therefore also be expected for the opening of the petting zoo for the residents of *de Gaarden* and surrounding neighbourhoods.

Inputs

Activities

Outcomes

Human resources:

- Team of administrators
- Thinktank team of interdisciplinary students/postgraduates to assemble the organisational structure
- Staedion/Municipality of The Hague employees who are involved with this project
    - E.g. administrator managers
    - E.g. local stakeholder cluster managers

Money:

Start of the project
- Use of location + Permit
- Materials for containers/accommodation + transportation
- Promotion of petting zoo (printing flyers)
- Recruiting employees

Maintenance of project (once its running)
- Employees' salaries
- Maintenance location and accomodations
- Food for animals
- Costs to realise additional containers (materials/transportation
- Optional: Costs for moving the project

- Recruiting employees
- Preparing location
    - Get permit
    - Determine set up of the location
    - Transport materials and assemble
- Promote project
- Pick out animals
- Organise the opening
- Introduce toolbox
- Expand project with new containers

Intermediate term
- A new facility in the neighbourhood
- A space close to home where residents like to come
- Residents like neighbourhood more
- Residents get necessary information about renovations

Long term
- Public familiarity
- Social cohesion
- Helps address neighbourhood problems
- Greater sense of neighbourhood involvement
Benefits from the presence of animals (improved wellbeing)

Figure 16: Inputs, activities and outcomes of the intervention

REFLECTION

The Design Game allowed us to interact with the communities of Gaarden, Dreven, and Zichten. The Central theme was 'social encounter' during the rapid changes due to the renovations in the area. We examined the stakeholders, their opinions and roles, the use of materials, and the management and implementation of the interventions in this extremely challenging and enjoyable process. The opportunity to go into the field and experience the situation firsthand was amazingly beneficial to the project. It adds a fresh perspective to the project that we would have missed if we had done it solely on the basis of desk research. Going into the field also demonstrated very clearly that we are a multidisciplinary team, as we all manage a different way of interacting with the residents. Hannah was more visual, using activity cards to engage the residents in a visionary approach, whereas Ruana, Simone, and Lea used the tactic of mainly asking questions one after the other in order to gain as much information as possible. Lisa's approach was to keep the project and interventions in mind and to sometimes steer the conversations towards this in order to obtain more detailed information on this topic. Hannah's activity cards proved to be effective because the residents of The Gaarden responded positively to them and appeared to be able to visualise certain situations very well as a result of them.

The analysis part of this study was well supported by the content of the lectures throughout the course period. Some courses added more value to the project than others, but we found it very helpful that there was such a diverse range of guest lectures with different perspectives on social inequality in the city. The literature cited in the introduction by Tasan-Kok was very enlightening on the fact that the term "diversity" is much broader than socioeconomic, social, and ethnic terms. The Gaarden & Dreven represent the fact that the term hyper-diversity is also encountering the differences that exist in people's lifestyles, attitudes, and activities. There is a diverse range of migrational backgrounds, for example, but classifying them as a single group is incorrect. In the case of these neighbourhoods, the distinction between physical-focused and people-focused housing policies, as mentioned by Reinout Kleinhans, is also intriguing. We have our doubts about how much of Staedion's policies are people-focused, but whether this would work at all or not is an interesting debate.

Maarten van Ham's lecture enlightened us on the concept of segregation, and one thing we clearly remember is his contention that segregation is not always bad and how this also relates to our study area. Maarten also explained that segregation in different domains is linked to one another, which is visible in The Gaarden & Dreven in the sense that the division of migrational background was visible in different churches, primary schools, and even the community living room.

According to us, the Design Game Approach worked quite well overall. In addition to what has already been stated about the benefits of going into the field to experience the sensitive situation of the residents for ourselves, we believe that the fact that we were only allowed to go there once is very professional too. In this way, we were able to communicate with the residents while not being tempted to intrude too much on their private lives by visiting them frequently. Working in a multidimensional team was extremely beneficial because it strengthened the project in a variety of ways. We are grateful to Hannah for all of the creative visuals that contribute to the success of this project. Lisa ensured that the project was well-organised and that everything was completed in a timely manner. Ruana is recognized for her exceptional creativity and contribution to the observations and interviews, which she handled with utmost care. Furthermore, Simone and Lea contributed significantly to the literature review and desk research, providing strong texts to back up the project. The fact that we need to produce content every week reaffirms that we are running a master course. We saw this as useful and beneficial to the project because it provides you with a plethora of tools to work with. For future projects, we recommend taking a more realistic approach in which the project's execution is thoroughly examined. A budget should be developed, and more discussions with residents and Staedion are required if the project is about to be executed. Overall, we liked the Design Game Approach and the guidance that was provided within it.

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Appendix

Appendix 1 - Demographics of *De Gaarden & Dreven*

The neighbourhood

Living function	4 674
Meeting function	16
Education function (schools)	8
Shopping function	31
Health care function	4

Daily groceries (supermarket)	0,5 km	Amount within 1 km: 4
Daily groceries (other)	0,8 km	Amount within 1 km: 8,1
Shopping mall	1,7 km	Amount within 5 km: 6,9
Cafetaria (fastfood)	0,3 km	Amount within 1 km: 6,9
Restaurant	1,0 km	Amount within 1 km: 0,9
Kinderdagverblijf	0,4 km	Amount within 1 km: 6
Buitenschoolse opvang	0,4 km	Amount within 1 km: 5,3
Basisschool	0,5 km	Amount within 1 km: 3,6

Total crime rates

Robbery	33
Demolishment	55
Violence/sexual assault	100

Appendix 2 - Interviews with residents from *The Gaarden*

Interview set 1

Three sixteen year olds

We met three sixteen year olds practising the matsikas (sort of a guitar) together before they went to their matsikas practice. They would meet their friends in a shopping centre nearby. When we asked if they would meet in the neighbourhood they said that there were no good meeting spaces around. If they would use the neighbourhood with their friends it would only be by walking through it. When we showed the activity cards all the three were enthusiastic about the petting zoo, the working/studying spaces and also the creative spaces because they could maybe practice their instruments there. They would mostly walk or bike to their activities.

Woman in forties with 14 year old girl

We talked with a single mother at her door. I started by asking about what her dreams and goals for the future would be. She hadn't thought of that before so she didn't have a direct answer. When we asked her where she would meet her friends she told us that she only hung out with her daughter and didn't leave the house that much. She only went outside to go to the cinema or bike to the beach. When we asked what kind of activities she would like to participate in if the neighbourhood would house it she liked the idea of gardening the most. She and her daughter tried this already on the balcony but would like to have more

space for this. The mother called her daughter (14 year old) to give her opinion. She liked the idea of gardening and the sport and games, mostly because she really enjoys playing soccer. When we asked them if they would like to stay in this neighbourhood the mother said she could easily move, with a preference to a place with less people with a migration background. The girl really liked it in *The Gaarde* and would like to stay living there.
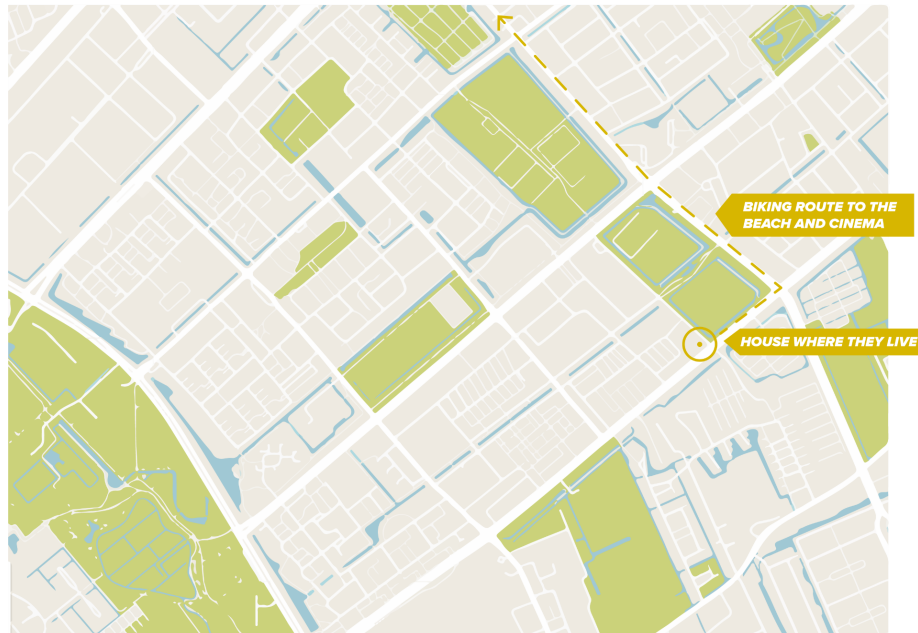
Young woman who lives with her mother and two sisters
We talked to a young woman living with her mother who wasn't home and two younger sisters who were playing outside. When we asked what her dreams and goals for her future were, she answered that it was to finish her education in becoming a nurse. She would only use the neighbourhood with her friends by walking through it, but she said her sisters used the outdoor space a lot. When we looked through the activity cards she was very enthusiastic about the studying/working spaces, a place to cook and the petting zoo because she would like to visit it with her sisters.

Ad hoc anti-kraak starter
This young woman doesn't fall into our research group, because she lives anti-squat and won't return to *The Gaarden* once it is rebuilt. But what was interesting is that she is a music teacher and that she said that she would like to volunteer if there was a creative space where she could teach her neighbours. She was also very enthusiastic about the makers-space and the petting zoo.

Elderly man
At the end of the excursion we visited the elderly home where we talked to an old man. He would only leave the house to do groceries and sometimes he would go to the beach with public transport. He experienced the neighbourhood quite okay, but he had some complaints about some of the people in his neighbourhood making too much noise and that he wouldn't leave his house in the evening because he did not feel safe. When we talked about the functions and activities which he would like to join he would like the cooking, the gardening, the makerspace and the petting zoo. He would like the cooking because he cannot cook and

only eats ready made food and he would like to go to the petting zoo to just sit and relax and have some people around them.

## Interviews set 2

Woman and Two Daughters

In the housing block around *de Barbiersgaarde* we spoke to a woman and her two teenage daughters (we do not know the rest of their family composition, but she alluded to other children). They had lived in an apartment on the second floor in a four storied flat (pictured below) for 13 years and expressed that they were very happy living there. there was a great emphasis on the feelings of community and 'knowing everyone' in their apartment-block and the street across from it (also *Barbiersgaarde*). She was excited for the renovations and to come back later. Furthermore, the mother was happy with the information she received by steadion and the municipality about the planned projects.

An important meeting space for them was the green-space in front and behind their house. Behind the housing block there is a playground, a playing field and an area with benches. The mother expressed to us that she greatly values that area and likes being able to sit there on these benches. However, her community mostly centred around the front of the building and there were no spaces to sit or meet there, which meant that to watch the children play they would have to sit on the floor or on the steps. She also expressed that there weren't any spaces to meet during bad weather, and having a space to sit and talk was important to her. When we asked about other public spaces such as the *'buurthuis'* (community centre) or the library, they said that for the latter they travelled a bit and that that was fine, while the former was a place that they had visited frequently in the past but it was unclear why they stopped going. They only remarked that they would rather spend time at home.

When asked what they would like to see in the neighbourhood the daughters were talking about a relaxed space to hang-out. With amenities such as wifi and places to sit. The mother said that it would also be nice to have a spot to meet with other parents while the children were playing and the weather wasn't nice. She also emphasised that she found

aesthetics quite important, for example, to make meeting outside nicer she would really like a fountain to gather around.

Things like grocery shopping and immediate necessities were usually bought around the neighbourhood, while for other amenities and activities both the children and the mom said that they travelled to the Leyweg, and sometimes further to the centre.
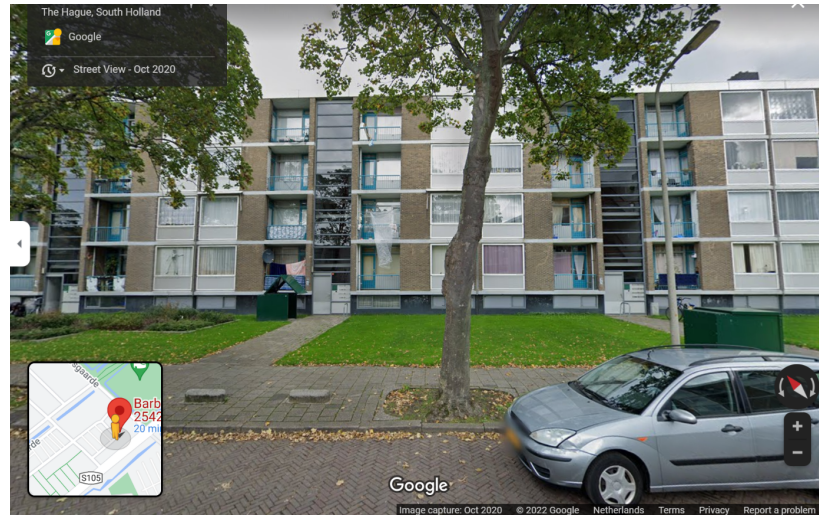
Single mom with a daughter that had left the home

While speaking to the family mentioned above, we met a neighbour who told us that she was not very happy about the way the renovations were going. While she really liked the neighbourhood and emphasised that there was a great sense of community she also expressed annoyance at how long it took for their area to be changed. According to her the pushback meant that she was unable to move because it would be more (financially) attractive to wait. Return was not important to her as she did not know whether there would be any suitable living spaces for her as she was worried about getting older and not being able to find new housing in the area that could accommodate the needs of senior-citizens. She was also worried that as a single person she wouldn't be allowed to move into a two-bedroom flat that she felt she needed to accommodate her visiting daughter (based in Utrecht) and potential grandkids.

She had lived in the neighbourhood for 25 years and expressed that she knew most people around her. She would meet them in the street or at home, and told us that she travelled further away for most other activities. Although, like the family mentioned previously, she told us that she did not mind.

Man Cleaning the streets

Another person we spoke to was a man cleaning the street, he told us he had been doing this for about a year now and did it to keep the neighbourhood clean. He expressed great concerns about the environment, plastic pollution, and high consumerism in the neighbourhood.

He expressed that he had autism, and that while he was receiving *'bijstand'* (governmental assistance) he started doing this cleaning job through a social enterprise. He had switched from one that was closer to *The Gaarden* to one further away (*Allekanten in Bouwlust*) because he did not feel welcome at the former. His reasons for cleaning up the neighbourhood were twofold. He wanted a way to be more active and work on his fitness, while also fixing a problem that he cared about. He was very knowledgeable about the

environmental impact of plastics and for example explained to us that the lawns would be mown and that the trash on it would then be even more difficult to pick up and so he found it very important. We asked him whether he wanted to see any changes when it came to the neighbourhood and he mostly focussed on changes in the trash-collection. He wanted it to be made more clear how bulky waste should be discarded but also expressed that he wasn't sure whether education (*'voorlichting'*) would be sufficient to achieve this.

The man lived by himself in an apartment on *de Schrijnwerkersgaarde* and told us that he doesn't use any social facilities. He goes to the Albert Heijn on *de Ambachtsgaarde* to do his groceries, which according to him was worth having to travel further than other options as the service there better accommodate his needs. He would also leave the house to visit his parents who first lived a 15 minute bike ride away and had recently moved further. His home was very important to him and he did not express a need for other facilities.

Middle aged man walking his dog
We shortly spoke to a man walking his dog. He had lived in the neighbourhood for 10 years and when we asked him what he thought of the neighbourhood he expressed that it had changed dramatically recently. He said it had worsened significantly and when asked to elaborate he told us that he couldn't as we "would then accuse him of racism." As an example he spoke about how people (he used 'that mess' in a derogatory manner) used to feed the ducks too much and that this created a lot of nuisance, and that as a response they had to put up many signs not to do so any more. He works outside of the neighbourhood and did not mention any facilities he likes to use.

Middle aged woman walking her dog
Another woman walking her dog also expressed that she didn't like living in the neighbourhood any more. She expressed that she had bought her house 36 years ago and used the term *'verpaupering'* (impoverishment/pauperization) to describe this process. She also mentioned increased clashes in culture and pollution of the streets with trash as reasons that she didn't like the neighbourhood as much anymore.

She did volunteer work at the Zuiderpark police station and that she had no desire to meet people in public spaces. She said that if she wanted to meet people she would go to their homes or invite them over. For most of her necessities she went to the *Leyweg* to do groceries etc.

Observations and interviews set 3
Buurtkamer Vredelust
On the *Vrederustlaan* we stumbled upon a community centre which served as a community living room called *Buurtkamer Vredelust*. The 'Buurtkamer', a community living room, is a place where neighbours assemble to meet and do activities. Besides its function as a common area for activities, there is also an attached store that sells second-hand items, as well as a computer room. The community living room is an initiative that is **for** neighbours organised **by** neighbours. (*voor en door de buurt*). When we arrived at the community living room, there was a craft morning taking place where several women living in the neighbourhood gathered to paint and knit. We were invited to join the women for a chat with a warm beverage and a snack. According to the women, hospitality is an intrinsic part of the community living room; it is a place which welcomes all people in the area.

Five of the six women present were long-time residents in the area. They have lived in *The Gaarden* for over twenty years. In these years, they have seen the area go through many changes. The cleanliness had changed drastically, it used to be clean and well-maintained. However, this has changed in the past few years. According to the women, a major issue was that some residents leave their rubbish on the street. Because of the wind, the rubbish

strays and also it attracts vermin and seagulls who pick at the rubbish. There was also the problem of youths assembling at night, loitering public spaces.

"What has changed is how the neighbourhood looks, but also the people"

Most of the women present in the community living room are very well-acquainted with one another for many years, as they are part of the same Curaçoan diaspora. However, according to the women there was a large influx of new people in the area. There was a sense of unfamiliarity with the new neighbours who come and go. They experienced hostility from new neighbours, and especially from the youth. Taking public transport was a hassle because "nowadays young people do not stand up to give you their place anymore, they just rudely stare at you".

The women told us about a collaborative project they worked on with Staedion, Haagwonen and Gemeente Den Haag to include status holders (*statushouders*) who live in *Babiersgaarde* and *Schijnwerkersgaarde* in the community living room. For example, by hosting a repair shop where unemployed status holders were employed for a fair compensation, or by including the status holders and neighbourhood residents in a second-hand clothing sale.

The women said that they do not make use of the public spaces in the area. Some of the women stated that they preferred to leave the neighbourhood for past-time activities. They said that the local shopping areas were under-maintained and not well-stocked, thus they prefer to do their shopping elsewhere. Some women took knitting lessons in Scheveningen. If they wanted to stroll around, they would even prefer to go to Delft than staying in their own neighbourhood. If there were to be public spaces made available for them, they said that most likely they would not make use of them.

Another woman in the group stated that if there were plans for new public spaces, she would like there to be more greenery, such as parks. Not to barbeque (because she said that she sees in Zuiderpark how much litter that causes) but to walk through and sit in. What is most important, is that if they build new public facilities that these are well-mainted. According to the woman recently HaagWonen or Staedion had repurposed lawns for playing areas. What happened is that at night, it turns into a spot where youths assemble and litter. Furthermore, it was not well-maintained by the housing corporations. And so, the playing areas did more harm than good. This woman also said that she experienced a decrease in quality in the neighbourhood over the years that she lived there. She said that if she had the option, she would move to another, better, neighbourhood.

**Scouting possibile meeting places**
Option A
We walked around *The Gaarden* looking for possible public meeting places. The area already has been renovated partly. New houses have been built that are (according to the residents) mostly owner-occupied housing or private rent (so no social rent). These houses are very modern and the area is very quiet.

Our suggestion was to accommodate the residents of *The Gaarden* with meeting places that are in-between the social and non-social housing. We found a parking lot in a central place across from a school and a local shopping centre.
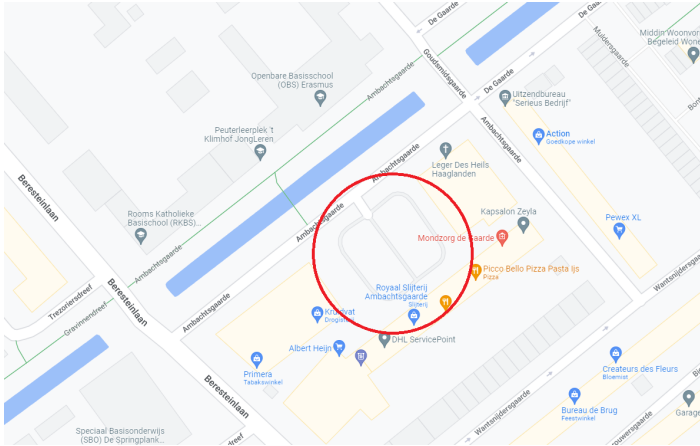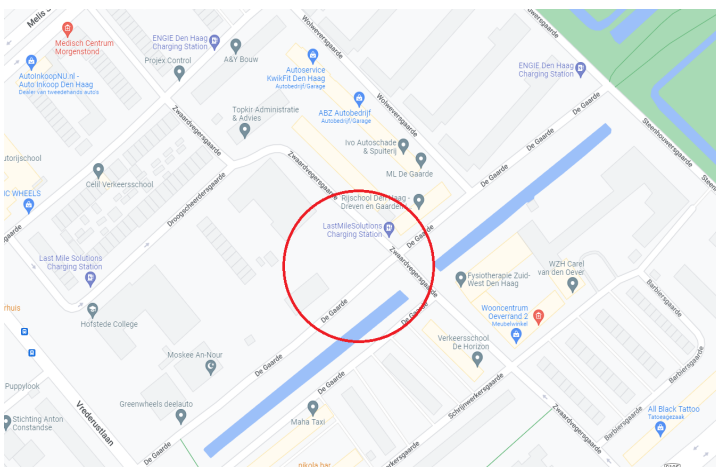

Option B
In front of the community living room there is a square that is relatively empty. Momentarily there are some ill-maintained green beds and some decorative rocks. Given the location, so close to the community living room, this would be an excellent central meeting point.
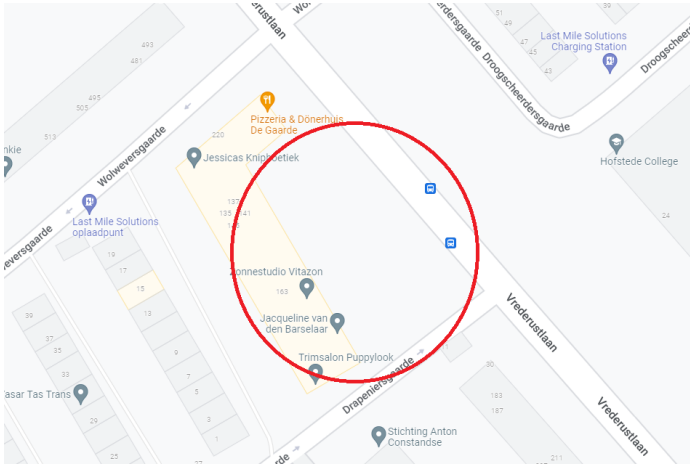
Option C

Situated in the heart of *The Gaarden*, next to a mosque and a church there is another patch of ill-maintained overgrown greenery which could make for a community square. This now unused area can be repurposed to serve as a square with a small gazebo or open construction with a roof. Picnic tables and maintenance-friendly greenery could be installed here.

# Appendix 3 - Materials used during the Fieldwork.

activity cards: cooking creative hobbies, lessons, gardening, creating animal farming, technical hobbies, sports and games, working

Figure x. Activity Cards

Expand your space

Step 1
Find people in your neighbourhood who have the same interests.
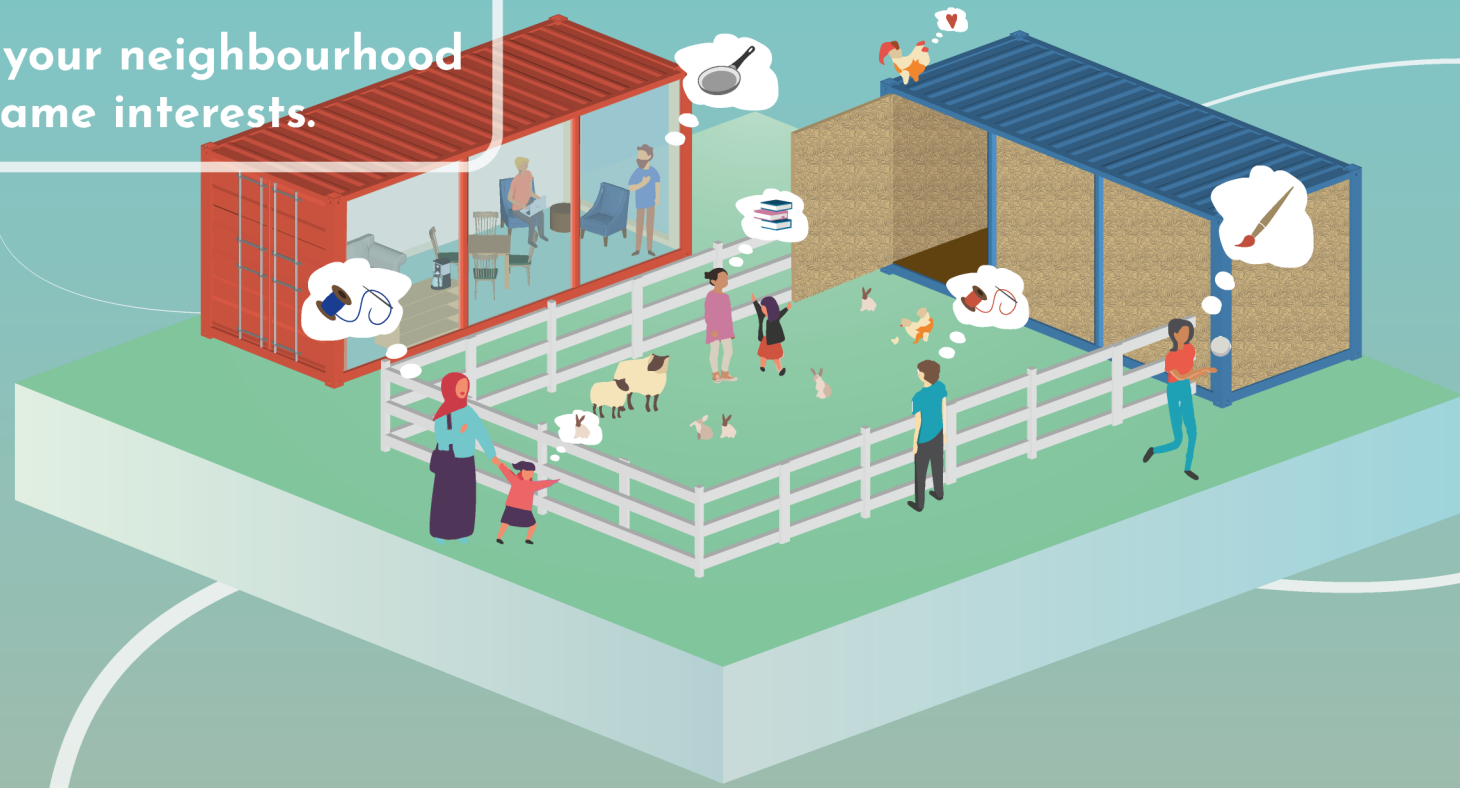
Step 2
Decide on which activity you would like to add to the neighbourhood.
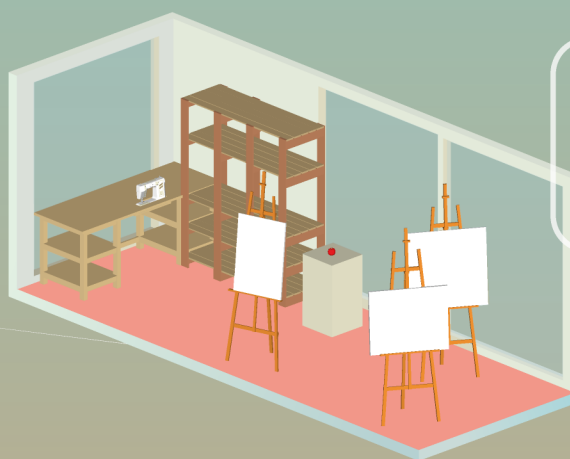
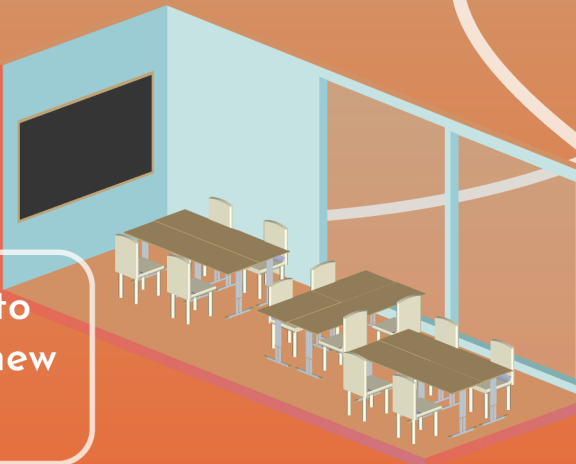Maybe you would like to express yourself creativly?

Do you need a nice quiete space where you can concentrate?
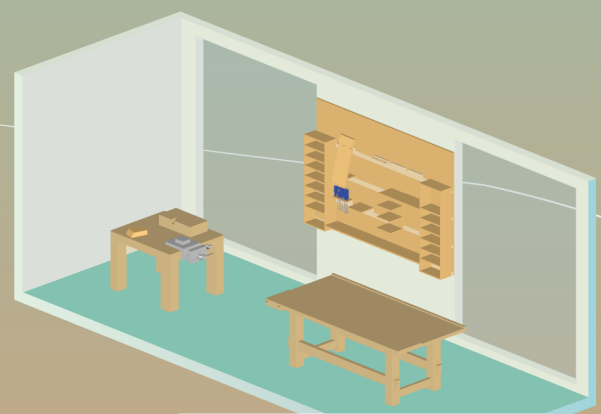
Or repair your old broken chair in the makersspace?
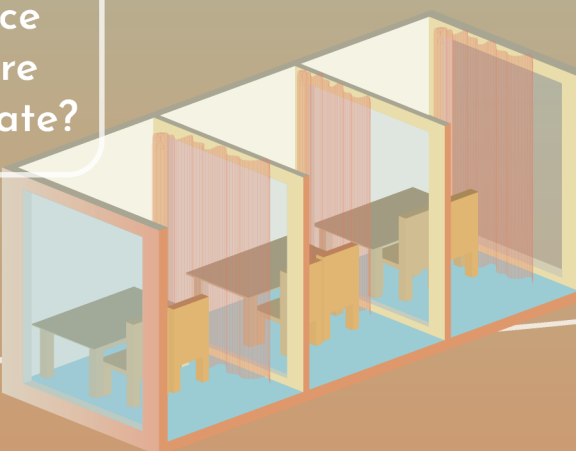
Or a light space to grow plants?

Maybe you want to learn or teach a new skill or language?

Or a place to meet your friends?

Do you need a space to finally launch your business?

Or do you want to cook with and for your neighbours?
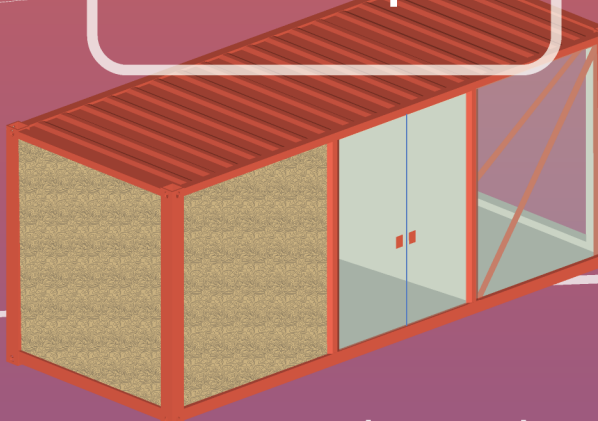
HAND MADE   BIKE REPAIR

Step 3
Build the space!
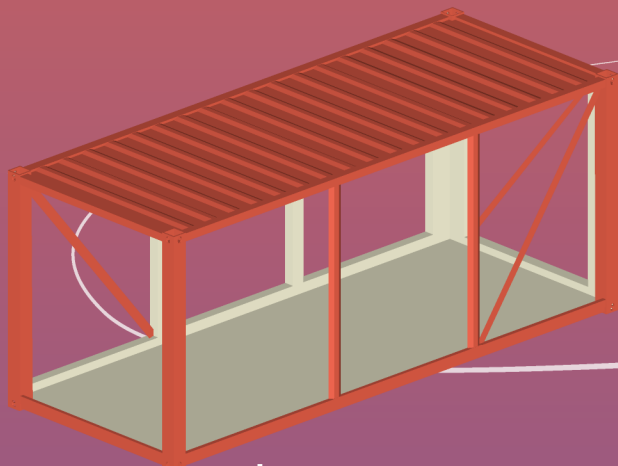
The main structure is given, you only need to assemble it!

But you can choose where you would like to place the walls, windows and doors and also which materials you would like to use.

Ask neighbours if they have furniture left which you can use or ask the neighbourhood manager if you can get funding to buy what you need.

Step 4
Maintain and enjoy togheter with your neighbours!