

# MARTERRADE

Social Inequality  
PROJECT 2025



GROUP 5

RACHNA RAI, DANIEL GIMÉNEZ SAN JOSÉ, MIRA DELMOTTE, RENEE LAM

MAJOR

GOVERNANCE OF MIGRATION AND DIVERSITY  
& METROPOLITAN, ANALYSIS, DESIGN AND ENGINEERING





# CONTENT

INTRODUCTION	1
ENGAGEMENT STRATEGIES	2
RESULTS	7
DESIGN PROPOSAL	16
THEORY OF CHANGE	20
REFLECTION	33
BIBLIOGRAPHY	35
ANNEX	36



# Introduction

The Marterrade, a building located in The Hague Southwest, is currently managed by 'Haag Wonen', a social housing corporation in the city of The Hague. The majority of residents of the building are aged 55 and above. The inhabitants have diverse backgrounds with different origins, first languages, and different values and norms. The municipality of The Hague is working with the housing corporation and students from the 'The Hague University of Applied Science' to reorganise the public space in the building area.

By engaging in and co-creation sessions with residents, they try to make a liveable, future-oriented plan.



Photo by student

Through collaboration and active listening to the opinions and ideas of the residents of Marterrade and other people involved, the contributors to this project identified unsatisfactory components of residents within their living environment. There have been multiple proposed designs and other forms of intentions to make a change in the neighborhood.

During the second co-creation session, the three members of the group gathered input from a diverse group of residents. These included: children and teenagers (ages 11 to 17), many of whom regularly come to the park; parents, particularly mothers of young children, including two with a Turkish background; elderly residents (in the community center but also the street), some of whom have lived in the neighborhood for decades; and two educational workers, such as a daycare worker, a school staff member. We also spoke with a young Syrian man, a man of Turkish origin, and a group of local artists living near the community center. Finally, we had a long conversation with a community volunteer who gave us her insight on the project and her vision for the neighborhood. This wide spectrum of participants provided a variety of perspectives shaped by different ages, cultural backgrounds, and relationships to the neighborhood.

We have decided to divide their responses into the following categories: Safety and Civic Behavior, Use of Public Space, Cleanliness and Waste, Visibility and Accessibility, Social Inclusion and Tensions, Green Spaces, and Artists' Willingness to Contribute.

## *What's in the paper*

In this project paper for the course Social Inequality in the City, we will elaborate on the progress we made with the engagement strategies we used during the co-creation sessions. The result of these strategies is added, as well as the design proposal, which will be defended by the use of the theory of change.

# Engagement strategies

## Engagement strategies first session

During the project, there were three co-creating sessions with the residents. Beforehand, we, as a group, have made engagement strategies on how to connect with the residents and receive honest opinions and helpful information about the area.

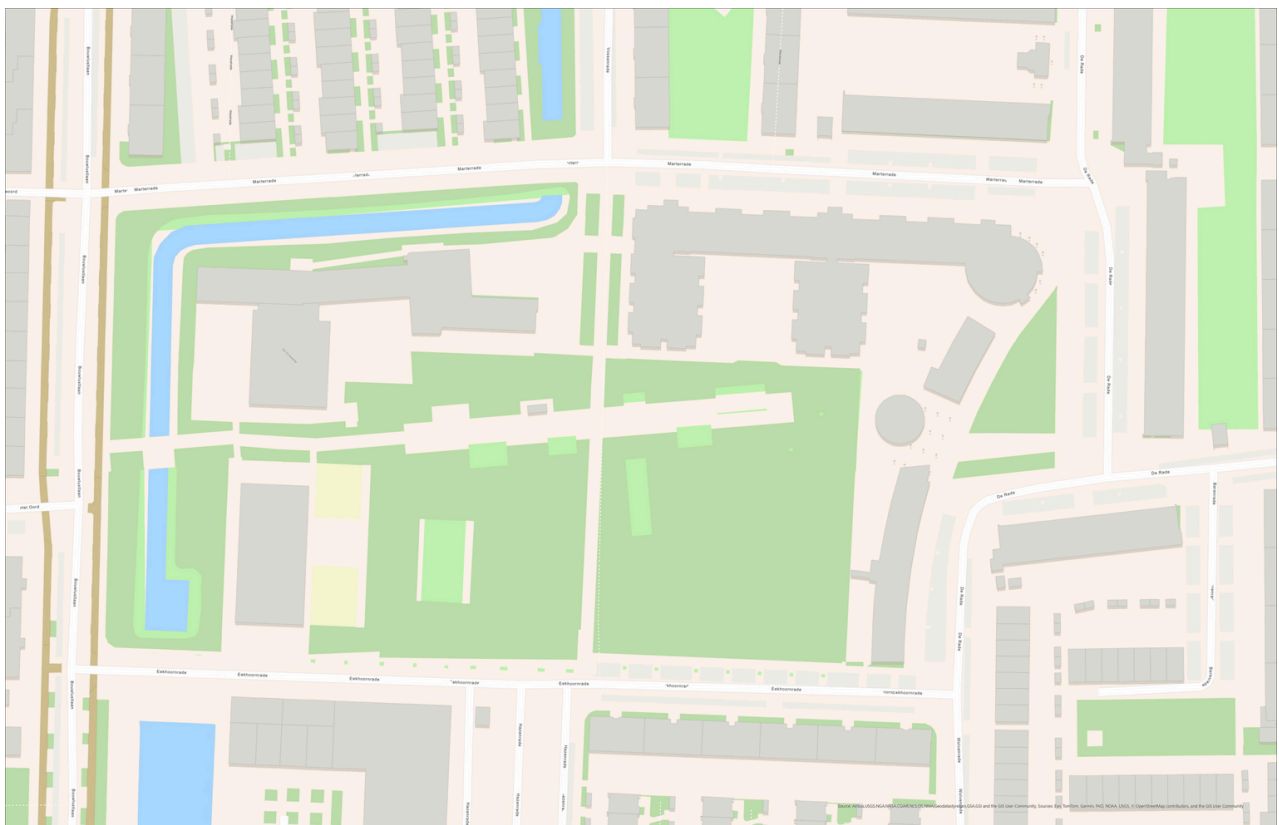
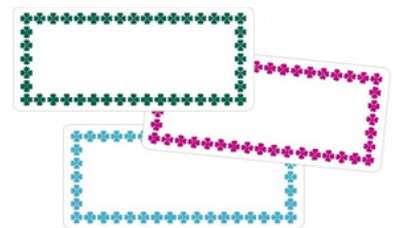
For the first session on Thursday, the 13th of March, we prepared two strategies to apply and work on with the residents.

We printed out an A0 map of the area where the residents of Marterrade to place stickers on to indicate where they want greenery, other interventions, and their usual ways how to walk they walk to their functions or how they walk through the area. The outcome of the activity will create a map with captured opinions that are location and function-specific.

The concept is really simple but engaging for the residents. The intention was for the residents to write and sketch on the map themselves. To the side of the sticker, there is room for them to sketch or write descriptions of which specific type of green they would like to see. Students could foster participation and engagement by asking specific questions.

For the activity, the following materials are needed:

- Large printed map of Marterrade
- Green stickers
- Markers for additional notes
- Small blank cards for sketches or extra comments
- Tape or pins to attach the map



Source: ArcGIS

# Engagement strategies

## Engagement strategies, second session

The second engagement strategy is 'The Green Thoughts Boards', which contains three A4 sheets that represent different questions. The questions that are asked are:

- What I love about green spaces in Marterrade?
- What don't I like or want to change?
- Do you have a crazy idea for the neighbourhood?

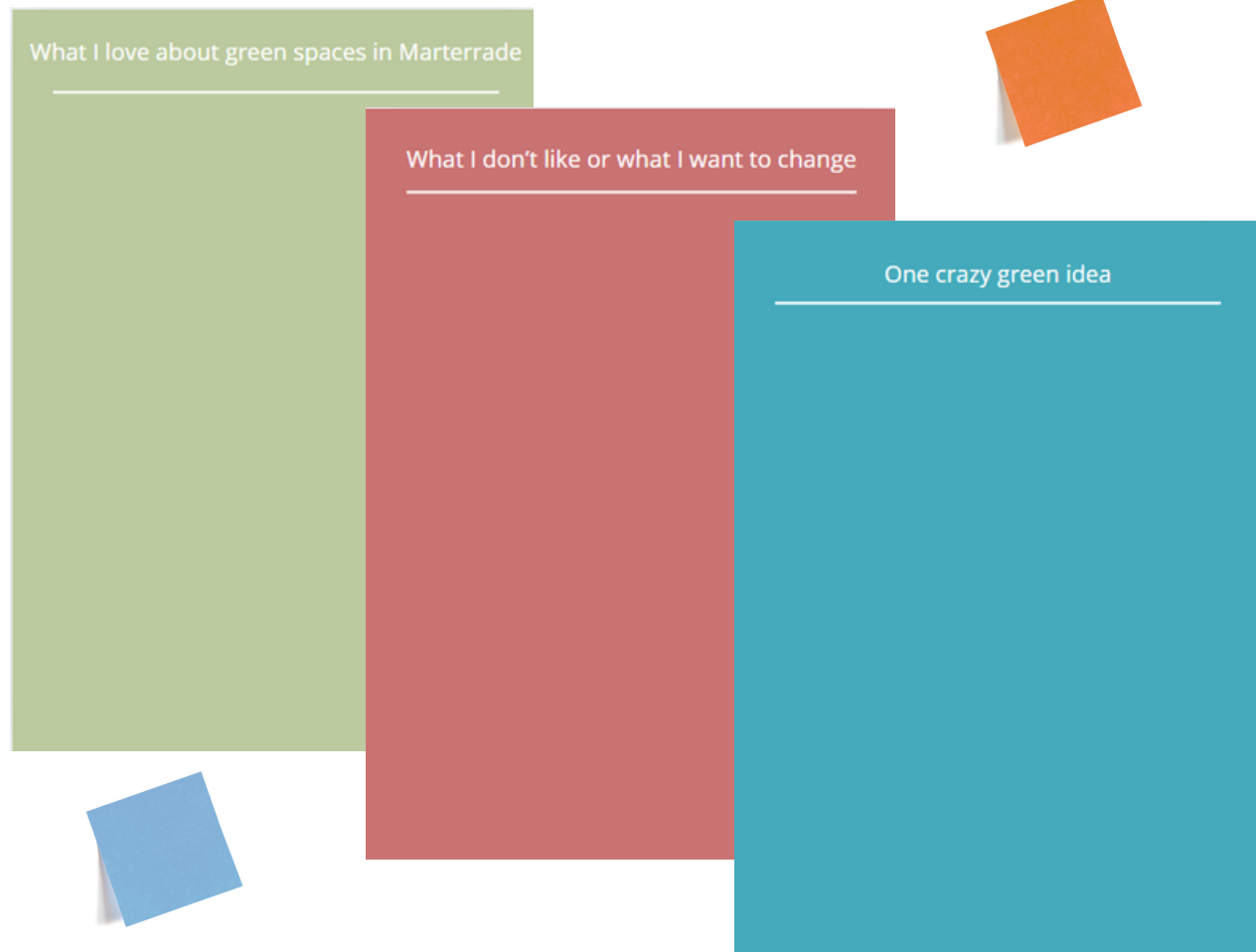
The goal of this engagement strategy is to have short answers to the questions on sticky notes. The residents can write short answers on sticky notes that we provide and place them on the appropriate A4 paper. We, as students, can engage residents with these questions and encourage their responses.

The result will provide a visual snapshot of key themes at the end of the session. For the project, the result provides a good overview of what will be needed, what people are pleased with, and what needs to be changed.

For the activity, the following materials are needed:

- Large whiteboard or big sheet
- Sticky notes (if done on a paper sheet)
- Markers for writing ideas
- Tape or pins to attach sticky notes securely

After conducting these engagement strategies, we as students have a clear idea of what types of green improvements the residents want to see, and in what places they would like to see these interventions positioned. The answers will be carefully recorded and translated into an analysis of the neighbourhood, the Marterrade. In the result part, reflection and the Annex provide more information about how these engagement strategies, the process about how they are conducted, the response of the residents, and the outcome of the activities.





# Engagement strategies

## *Conversations during the engagement strategy 'greening the map'*

During the session, the elderly residents who were present were not capable of standing that long and going over the map. Instead, talking and listening to the residents, hearing what was wrong in which location, was a better solution to collect information for the map. This way, we could write down what the residents had to say and where in the area they experienced disturbance or a pleasant feeling. Immediately, the residents started talking quite easily about everything that disturbed them, and the map started to have some notes, but it was harder to pinpoint where on the map the notes had to be. There was one resident who noticed the A0 map and sat down to talk about all the subjects she found important, and we went over it together. This is when the board started filling up. The residents were not living in the building on the Marterrade from 'Haag Wonen', but have lived in the neighborhood for quite a long time. She had some good points and knew of multiple other residents and what their walking routes were, and the activities that happened in and around the area.

## *Conversations during the engagement strategy 'Green Thoughts Board'*

For the thought board, it started the same as the map. First, listening to what the residents had to say in the conversations that were going on in the Kamerrade, and writing along with them. But after a while, there was a chance to ask the residents the questions on the A4 pages. They mostly reacted to the question 'What don't I like or want to change in the area?' This page filled up quite quickly with post-its, and this already happened without asking the question. The residents had to think before answering the other two questions, but eventually could give a thought-provoking answer. The questions were a conversation starter, where one starting question prompted more questions to be answered and provided valuable information for the 'Greening the map'.

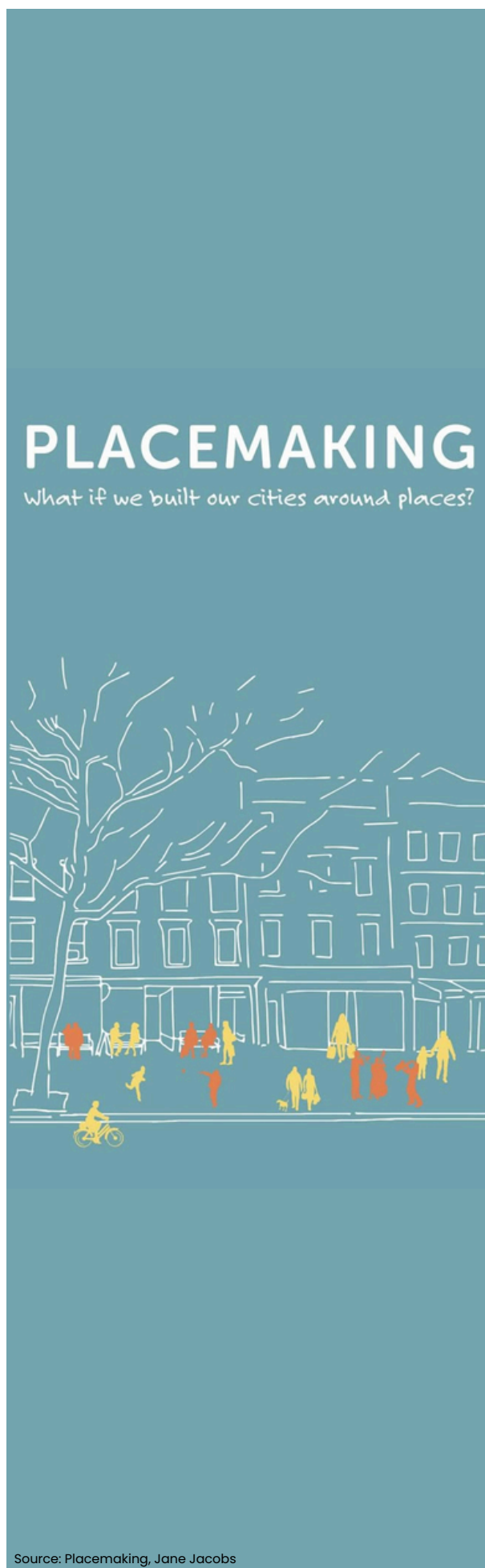
## *The conclusion of the engagement strategies*

During the first session, the number of attending participants was unknown, it was good to be flexible in the working process. We had to anticipate different possible situations that could come up. The group of students that came to the session effectively did this. The engagement strategies worked quite good after the flexible handling of activities.



Photo by student

# Engagement strategies



## *Placemaking Strategies for Greening Marterrade*

Placemaking is a collaborative process that enables people to reimagine and improve specific public spaces by strengthening the connection between communities and their environments [Project for Public Spaces (PPS), 2022]. The process goes beyond urban design by incorporating social, cultural, and environmental elements to create places that are not only functional but also meaningful for the people who use them (PPS, 2022).

For Marterrade, placemaking is essential as it allows us to respond directly to residents' needs and ideas gathered from the March 13th co-creation session. The final objective is to implement small but meaningful greening interventions with the potential to revitalize some community spaces.

In the co-creating session of the 13th, the complaints of the residents ranged from poorly maintained green spaces, littering that encourages rat problems, and unused or divided green spaces. Residents also appreciate existing green space and recognize its worth in improving the quality of life in the neighborhood. Based on the feedback and resources available, we suggest an actionable greening strategy for implementation on March 27th.

By giving back to Marterrade, these strategies follow the Lighter, Quicker, Cheaper approach (PPS, 2022), allowing us to quickly test and observe the effectiveness of green space improvements. By focusing on waste management, community engagement, and green space visibility, these interventions serve to give back to the community in Marterrade while creating small but noticeable change.

# Engagement strategies

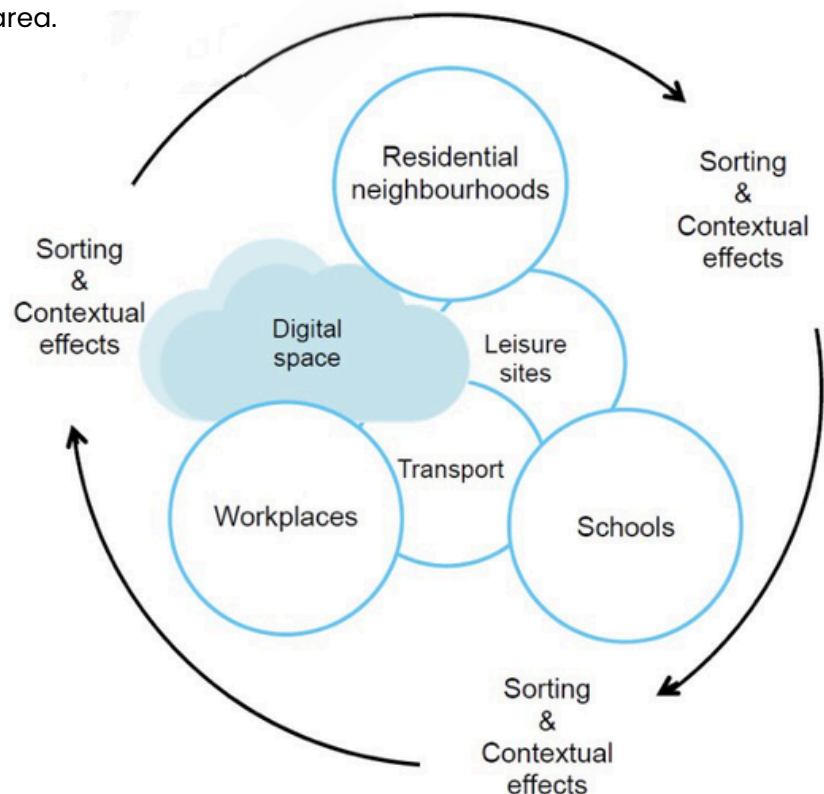
## *A multi-level model of vicious circles of socio-economic segregation in the situation of Marterrade*

For the situation of Marterrade, the paper about the model gives us insight into how individuals' circumstances can influence the composition of a neighborhood. In the longer term, this can affect urban segregation (van Ham et al., 2018).

By integrating the following considerations for the engagement strategies, this reading helped us effectively address the problems and complexities of the neighborhood and create an inclusive and cohesive community.

- Consider the unwanted effects by evaluating the interventions by giving them critiques.
- Involving the residents in the decision-making processes to meet the desires of the neighborhood's inhabitants. We encouraged the residents to make their own decisions and let them think about what they truly want for the area.

- By enhancing the skills of the individual or offering programs, the investment of time, money, etc, will benefit all residents. This we call, promoting inclusivity in the neighborhood
- The recognition of differences, when the residents get to know each other and learn that the community is diverse it can create empathy for each other and create a cohesive community (van Ham et al., 2018).



(van Ham et al., 2018).

# Results

## On-Site Co-creation- Session 1

The first co-creation session was held on 13 March 2025, in which one of our team members participated. The session took place at Kamerrade, Marterrade. During the participatory session with six residents from the Marterrade neighborhood, we gathered valuable insights into their experiences, challenges, and aspirations for their living environment. Every resident experienced and envisioned the place differently, and hence, there was a multiplicity of opinions among residents.

In the first co-creation session, we used a large A0 map and post-it notes and asked residents to locate friction points, areas of concern, and spaces of appreciation in the neighborhood. We engaged with residents asking them questions such as **“What don’t I like or want to change?”**, **“What I love about green spaces in Marterrade”**, and **“One crazy idea”**. Since the respondents were mostly Dutch-speaking, the responses were later translated into English for analysis.

We present the responses into three categories: Downsides/ Challenges in Marterrade, What Residents Appreciate and Residents' Ideas for Improvement

## Downsides/ Challenges in Marterrade

- **Mobility and Safety:** The fat bikes are a serious concern for the people of the neighborhood, especially the elderly/old age with limited mobility.
- **Language Barriers:** Another concern was the lack of a common language among residents. Since Marterrade is a diverse population of different ethnic groups, they do not speak the same language. Some residents scarcely understand/speak Dutch language which hinders communication and reduces social cohesion among them.
- **Green Spaces and Maintenance:** The residents appreciated having green areas around the neighborhood; however, they expressed that it was not the kind of ‘green space’ that they wanted. Some expressed frustration over their poor maintenance, while few came up with suggestions to improve the ‘green space’
- **Safety Concerns:** The residents do not feel safe walking in the neighborhood at night. The light is dim, and there are not enough street lights. They have to walk on the longer route when they go to the shopping stores.
- **Waste and Hygiene:** Waste management is a concern in the neighborhood. The ground is littered with plastic waste, wrappers, packets, etc. The smaller waste matter like cigarette butt gets accumulated especially in green areas. This also leads to Rat infestation.
- **Disconnect Between Artists and Residents:** The artists have contributed to the neighborhood’s identity; however, little collaboration or dialogue has created a gap between artists and other residents.



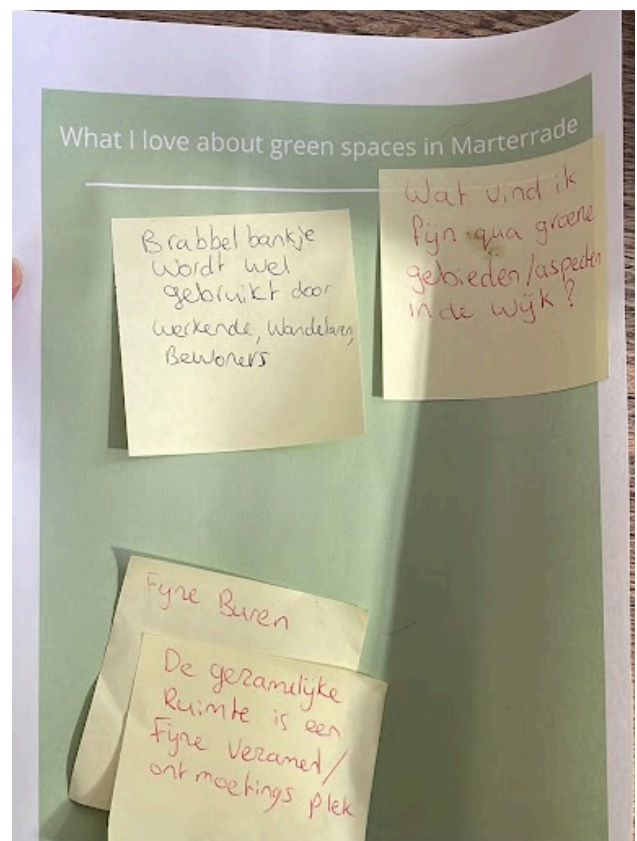
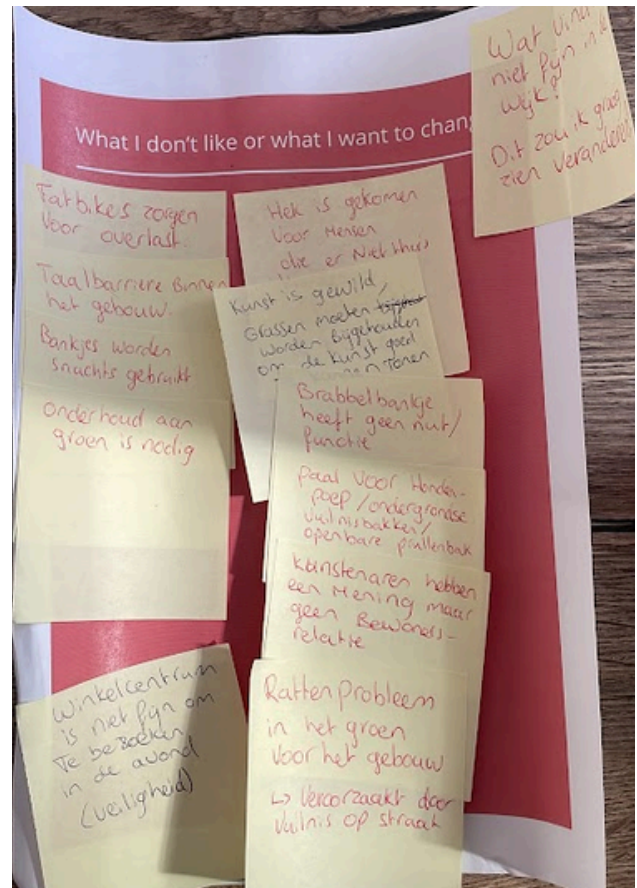
# Results

## What Residents Appreciate

- Despite the everyday challenges that residents face, there are some positive aspects of the Marterrade.
- The participants shared that the people in the neighborhood are friendly and warm towards each other. This attitude has great potential to foster a strong sense of community in the Marterrade.
- The buildings in the neighborhood have an abundance of natural light, which also contributes to a bright, welcoming atmosphere.
- Additionally, Marterrade is close to the city center, beach, and nearby green parks, making it a convenient and attractive place to live.
- The residents also appreciate the availability of the community spaces within the neighborhood, which serve as a place for social interaction and connection.
- Residents pointed out that the green spaces, particularly during the summer months, are lively and, in addition to being utilised by the people, they make use of the benches as well. The Brabbelbankje, a beloved neighborhood bench, has become a social hub for dog walkers and passers-by.

## Residents' Ideas for Improvement

- The residents shared their creative insights and vision for improving their neighborhood environment.
- Some residents suggested that adding more visible trash bins and plastic bag dispensers for dog poop is a necessary and effective way towards waste management.
- They suggested creating mosaic benches replacing the existing that could be designed in collaboration with local artists and residents to add character to the neighborhood, and enhance neighborhood identity.



Photos by student

# Results

- There was one suggestion for designated walking path to improve walkability of the residents while reducing the risk of fat bikes.
- The participants also proposed making the neighborhood more accessible for elderly residents by adding barrier-free paths for mobility scooters, designing vandalism-resistant infrastructure because there were cases of vandalism in the past.

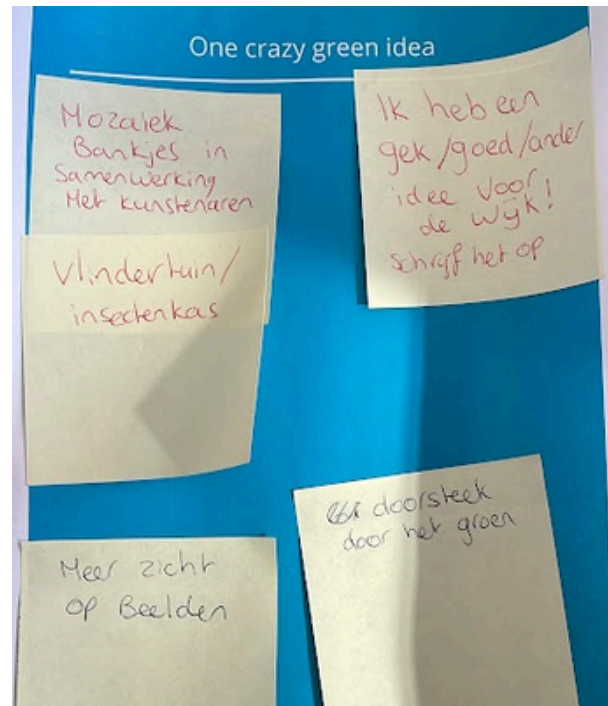


Photo by student



Photo by student

A0 map of Marterrade locating frictions points, concerns, appreciation in the neighborhood.



# Results

## *Conclusion*

In summary, the residents of the Marterrade appreciate the sense of community, green spaces, and location of their neighbourhood, but they also have to deal with challenges like safety concerns, poor maintenance, and communication gaps. The most significant aspect is that the residents have a vision for their neighborhood and shared practical and creative ideas to improve their surroundings. This clearly shows that there is a potential for community-led change in Marterrade. This reflects what urban studies suggest: well-designed, inclusive spaces can build stronger connections, improve safety, and foster belonging (Gehl, 2011; Vertovec, 2007; Newman, 1972; Jacobs, 1961). It also shows how small, locally-driven efforts often make a big difference in how people experience their neighbourhood (Lydon & Garcia, 2015).



Photo by student

# Results

## *On-Site Co-creation- Session 2*

The second co-creation session was held on 20 March 2025, in which three group members participated. Since we had seen that only a few residents participated in the co-creation session at the Kamerrade earlier, we decided to go around the neighborhood and gather diverse opinions of the residents. To achieve that, we talked to the residents present at Kamerrade, went door to door in the neighborhood, and went to the public park to collect data. We also used the persona method while walking to experience the neighborhood. The most interesting part of the session was interacting with people from varied ethnic backgrounds. Our team members interacted using Google Translate to overcome the language barrier while interacting with Turkish women.

Towards the end of the session, we managed to talk to around 20 people. The respondents include: children and teenagers (aged 11 to 17), many of whom regularly come to the park; parents, particularly mothers of young children, including two with a Turkish background; elderly residents (in the community center but also the street), some of whom have lived in the neighborhood for decades; and two educational workers, such as a daycare worker, a school staff member. We also spoke to a young Syrian man, a man of Turkish origin, and a group of local artists living near the community center. Finally, we had a long conversation with a community volunteer who gave us valuable insight on the project and her vision for the neighborhood. This wide spectrum of participants provided a variety of perspectives shaped by different ages, cultural backgrounds, and relationships to the neighborhood. We engaged residents to share how they feel about their neighbourhood park, how they use it, and what dreams they hold for its future.

We have classified the responses in the following categories: **Safety and Civic Behavior, Use of Public Space, Cleanliness and Waste, Visibility and Accessibility, Social Inclusion and Tensions, Green Spaces and Artists' Willingness to Contribute.**

### *Safety and Civic Behavior*

Safety concerns are prevalent among community members. The presence of motorbikes and fat bikes in pedestrian areas poses risks, particularly for children and the elderly. Implementing measures to regulate these vehicles could improve the park's safety and accessibility. Additionally, inadequate lighting contributes to feelings of insecurity, especially during evening hours, underscoring the need for improved illumination to enhance perceived and actual safety.

- A woman who regularly came to park with her children (though she lived elsewhere) told us that motorbikes and fat bikes made the space feel unsafe, especially for younger children.
- A daycare worker emphasized that the problem wasn't the green space itself, but the behavior of older children and teenagers. She felt they lacked civic respect and often disturbed families and the elderly. She advocated for better education and awareness rather than policing.
- A school staff member said the danger that the fat bikes posed was real and reported frequent conflicts between young and elderly residents.
- A community volunteer shared that her dog had once been hit by a scooter, and that residents exiting the buildings often felt unsafe due to fast bikes passing near the entrances. She suggested planting flowers near exits to increase visibility and offer a buffer.



# Results

- A Syrian man, who had lived in the neighborhood for six months, said the situation with the kids on bikes was “crazy” and that he would not feel safe letting his children play in the park, although he did feel personally welcomed in the community.
- An 11-year-old girl said she avoided the park at night or in winter due to safety concerns, especially the presence of “bad people.”
- A teen girl who had lived across from the park for three years said the environment was safer now, but that in her previous home (in the same neighborhood), people did drugs during the day, which made her feel unsafe.
- While the park holds sentimental value, several people expressed concerns about safety, cleanliness, and maintenance.
- “Sometimes I don’t feel safe walking here in the evening,” mentioned one woman.
- Others pointed to issues like littering, broken benches, or poor lighting that reduce the usability of the space, especially for certain groups like women, children, and the elderly.

## *Use of Public Space*

- Many parents, teens, and children emphasized a lack of play infrastructure for very young kids (ages 0–5). There were repeated calls for more slides, swings, and dedicated toddler spaces, with suggestions like a playhouse or XOXO game.
- A woman visiting with her kids suggested grouping all the play equipment to keep the children safe from the fat bikes.
- A teenage group expressed that they wanted more space to play football and a large swing, stating that there was “too much green” and not enough to do.

- A 34-year-old Turkish mother described the playground as too basic, requesting more diverse props or even an indoor activity room for her 7-year-old.
- A community volunteer woman who has lived in the area since 2011 suggested a playground for children aged 1–5, in place of the scarce green space that was situated next to the community center. The reason for this was the current park was dominated by older kids and teens.

## *Cleanliness and Waste*

- Several residents highlighted a waste issue, particularly in green areas near shrubs. The scarce presence of bins was one of the reasons mentioned of why people still discarded cigarettes, plastics, and wrappers on the ground.
- Within the senior complex, wooden benches were reportedly splintered and old, in need of replacement or repair.
- A community volunteer and a dog-walking resident pointed out the lack of dog waste bins and dog poop being left behind.
- An artist suggested creating creative, durable trash bins, painted and colorful, and designed to resist seagulls.

# Results

## Visibility and Accessibility

- Residents consistently said the green field was too dark, especially at night. We walked at night with a volunteer woman, and we also got that impression.
- A woman proposed decorating light poles with flower designs to make the neighborhood prettier and renovating the old light poles.
- The same volunteer woman stated that pavements were bumpy and needed maintenance, which made the area inaccessible for people with disabilities.
- The current benches near the community center's green space are rarely used, apparently only by construction workers. Besides their old nature, the volunteer woman pointed out that people wanted to sit in front of each other to talk, and the benches did not allow for.
- A woman living in the elderly flat pointed out that the design of the bench in their courtyard is not appropriate for the elderly who are not mobile anymore.



Photo by student

## Social Inclusion and Tensions

- An 11-year-old girl explained that some elderly people called the police more frequently on children who weren't white or blond, pointing to issues of discrimination. Several teens themselves mentioned they felt targeted by police and some elderly people, which they saw as unfair.
- A 16-year-old girl shared that older people sometimes called the police on non-blond kids, while also recognizing that others in the neighborhood were welcoming.
- A few Turkish mothers mentioned difficulties connecting due to language barriers, although they interacted with other parents and sometimes elderly residents.
- An elderly woman who has lived in the neighborhood for more than 50 years said she didn't want any changes; she expressed satisfaction with her social circle and the choir she is part of.
- The community volunteer woman mentioned that she planned to open a community café with a pool table for people aged 16+, open from 19:00 to 22:00. She wanted the café to be open to all people and not just cater to older residents.
- She, however, expressed frustration about the slow pace of change, stating that "too much is discussed and not enough is done."
- A few artists suggested having more music on the streets, which might help with the inclusion of teenagers in the neighborhood. An artist suggested music workshops/ jam sessions in the community center for the teenagers.
- An artist pointed out that there were not a lot of cafes in the neighborhood, and more cozy cafes or restaurants would make the neighborhood more vibrant.

# Results

## *Suggestions for Improving the Neighborhood*

During the interactions with the residents, we came across a number of suggestions to improve the livability in the neighborhood. Some of the suggestions included:

- **Better Lighting and Safety:** This suggestion is the most common. More lighting will help the residents feel safer, especially during nights and winters when it gets dark. This can potentially increase accessibility and mobility for the residents.
- **Play Areas and Seating:** Since there is very limited equipment for young children, residents suggested having play areas specifically for kids and dedicated spots for the elderly to sit and relax.
- **Art and Community Activities:** One of the suggestions was to add more public art, like murals, to reflect the neighborhood's character, and to host community events to bring people together. One of the respondents said, "I'd love to see more art here – something that tells the story of this area."
- **Waste Management and cleanliness:** There was a suggestion to add more bins for trash. It was also pointed out to install trash bins that can ward off seagulls and other birds.

## *Conclusion*

To sum up, it is clear from the responses that Marterrade holds significant emotional and social value, serving as a space for memories, relaxation, and everyday interactions irrespective of the age group and ethnic identity of the residents. "In this park, everyone mixes – different languages, cultures, ages. It feels open to all," a participant shared. We understand that some aspects, like open spaces and greenery, are appreciated, while there are concerns around safety, scattered playground equipment, littering, and lack of age-appropriate facilities.

It is evident from the diverse grievances of the residents that there is a need for inclusive planning to accommodate the requirements of the residents, from young children or teenagers to elderly people. We can start intervention by taking small steps towards improving maintenance of the neighborhood, reorganizing play areas as suggested by some mothers and teenagers, and encouraging community participation.

## *On-Site Co-creation- Session 3*

The third co-creation session took place at Kamerrade on 27<sup>th</sup> March 2023, in which three of our group members participated. The purpose of this co-creation was to foster a stronger sense of community within the neighborhood. We were a bit hesitant at first because we did not know what to expect.



Photo by student



## Results

Would the neighbours be willing to participate in these activities? Initially, many residents were indeed hesitant to participate, but as the session progressed, they gradually joined, helping with tasks, having a drink, and engaging in conversation. This reinforced the idea that simply doing practical activities can serve as an effective conversation starter. During the session, different dynamics emerged. Some participants felt the need to vent their frustrations, while others found meaning in contributing to visible, lasting improvements in the neighborhood. One man mentioned that he had previously submitted a design plan for the area but never received a response, which confirmed our earlier findings about residents' dissatisfaction with the lack of change.

Unlike the previous session, where the focus was on the complaints of people, this co-creation meeting focused more on fostering connections. In particular, we seemed to play a crucial role in bridging the gap between elderly residents and younger children, offering a much-needed push toward mutual trust and engagement.

A notable observation was how some teenagers initially tried to act indifferent but later returned with genuine curiosity about what was happening. This raises the question of how we might create an environment that removes the peer pressure in teenage friend groups, encouraging more natural participation in community initiatives.

Overall, the session highlighted the potential of hands-on, collaborative activities in strengthening community ties and fostering meaningful interactions across different age groups.



Photos by student



# Design proposal

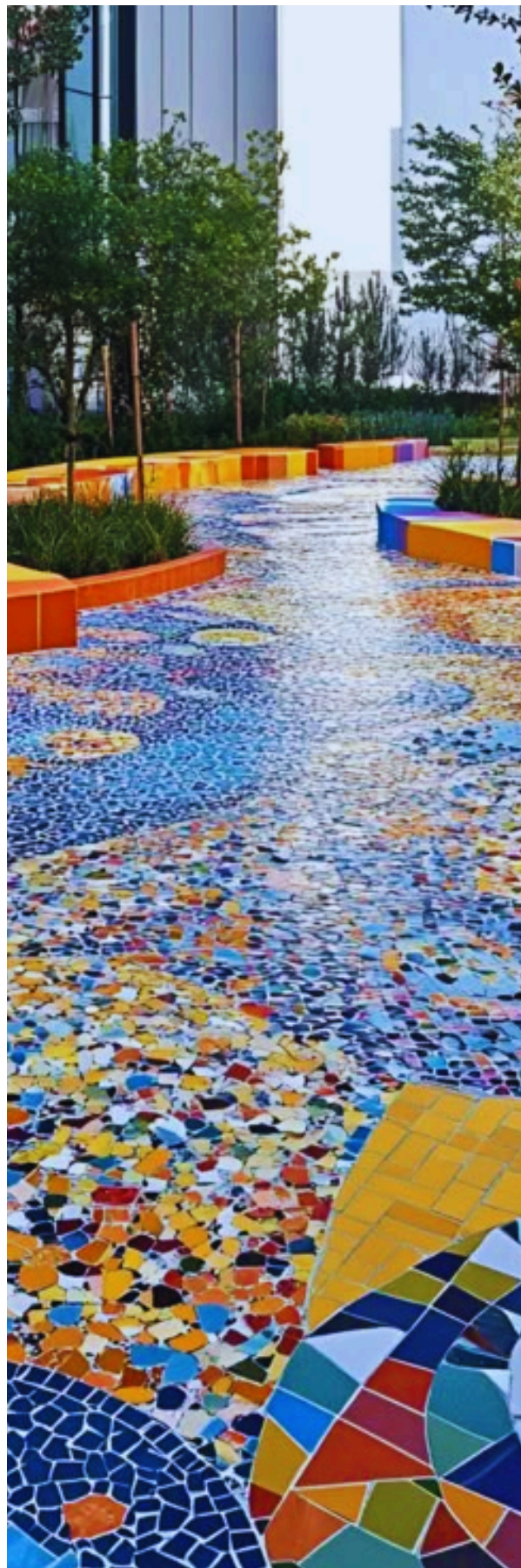
## Concept

### 'The Harmonious Oasis'

*A community where unity and balance grow through accepting differences and shared values, reflecting the idea that harmonious people bring true prosperity.*

## Analysis of Interventions

We had proposed multiple interventions, keeping in mind the inputs we got from the residents of the Marterrade who attended the co-creation sessions at the Kamerade, surveying the area, and talking to the residents in the parks like young children, teenagers, mothers, elderly, etc., coming from different ethnicities as well. In designing the intervention, we have focused on the five pillars: Inclusivity, Social Cohesion, Accessibility & Safety, Community Ownership, Participation & Communication. The fences with ivy intervention will focus on the safety of the residents and the aesthetic improvement of the neighborhood. The process will involve identification of the repair needs, materials and equipment required, repainting fences, and planting ivy. The renewed fences will contribute to a greater sense of safety and a greener, more welcoming environment. The proposal to extend the hedge further will enhance the overall visual appeal and provide additional environmental benefits. In the study titled "The experience of nature: A psychological perspective," researchers have shown that green spaces and natural elements in urban settings reduce stress and encourage social cohesion (Kaplan & Kaplan, 1989).



Source: Pinterest

## Design proposal

We also propose to host monthly resident-led activities aimed at strengthening social bonds through community events such as cooking and painting sessions in the Komerade. The initiative will potentially foster engagement and interaction among residents, breaking cultural barriers and building social cohesion among the residents of the neighborhood. Some research shows that community engagement enhances neighborhood bonds and increases a sense of belonging (Putnam, 2000).

However, funding sources remain unclear, and there might be a fund crunch; it will be useful to assess overlaps with the ongoing activities before implementing to optimize the resources. The proposed outdoor neighborhood info board/wall intervention is designed to provide a visible communication hub for residents. By installing a designated information space, this initiative can potentially increase community awareness and participation. Accessible information hubs in public spaces foster a sense of community and enhance participation (Hampton & Wellman, 2003).

However, challenges such as securing a specific space, obtaining necessary funds, and ensuring consistent maintenance remain.

To engage the residents and foster interaction, we propose a workshop for painted trash bins and mosaic benches in creatively enhancing public spaces. This initiative can foster a sense of ownership and respect for shared spaces. In a study titled "Tight spaces: Hard architecture and how to humanize it", it is shown that participatory art projects can strengthen community bonds and encourage respect for public property (Sommer, 1974). However, the painted surfaces may wear over time, necessitating periodic maintenance to sustain their impact.

Another proposed intervention is the visual road markings for bikes and scooters, which are aimed at improving pedestrian safety by slowing down fast-moving vehicles. The initiative will involve designing and painting road signs after discussions with the residents. While it will enhance civic awareness and responsibility, regular repainting and enforcement mechanisms are necessary to ensure the long-term effectiveness of this intervention.

Lastly, we propose the spring barbecue with the organisation's table, which will aim at community-building, combined with social interaction with informal feedback collection. It will strengthen community trust and collaboration. A study shows that community events have been found to promote trust and collaborative planning within neighborhoods (Forrest & Kearns, 2001). However, the success of this intervention is dependent on the attendance of the residents and suitable weather conditions, highlighting the need for follow-up sessions to sustain engagement.



# Design proposal



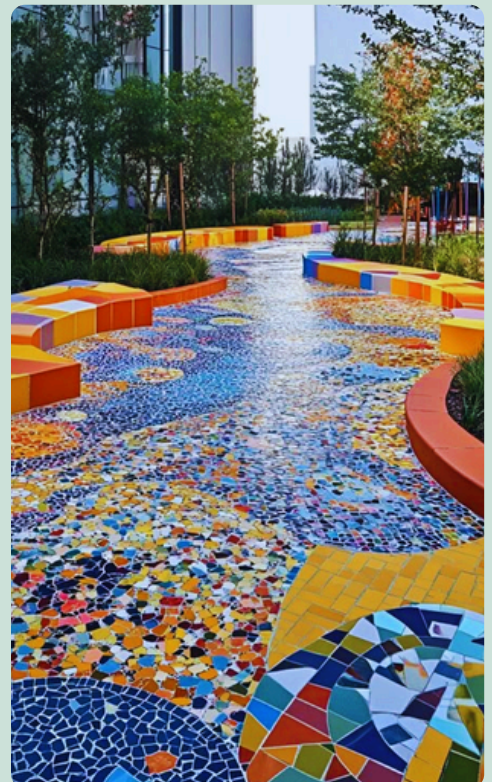
Source : Pinterest



Photo by student



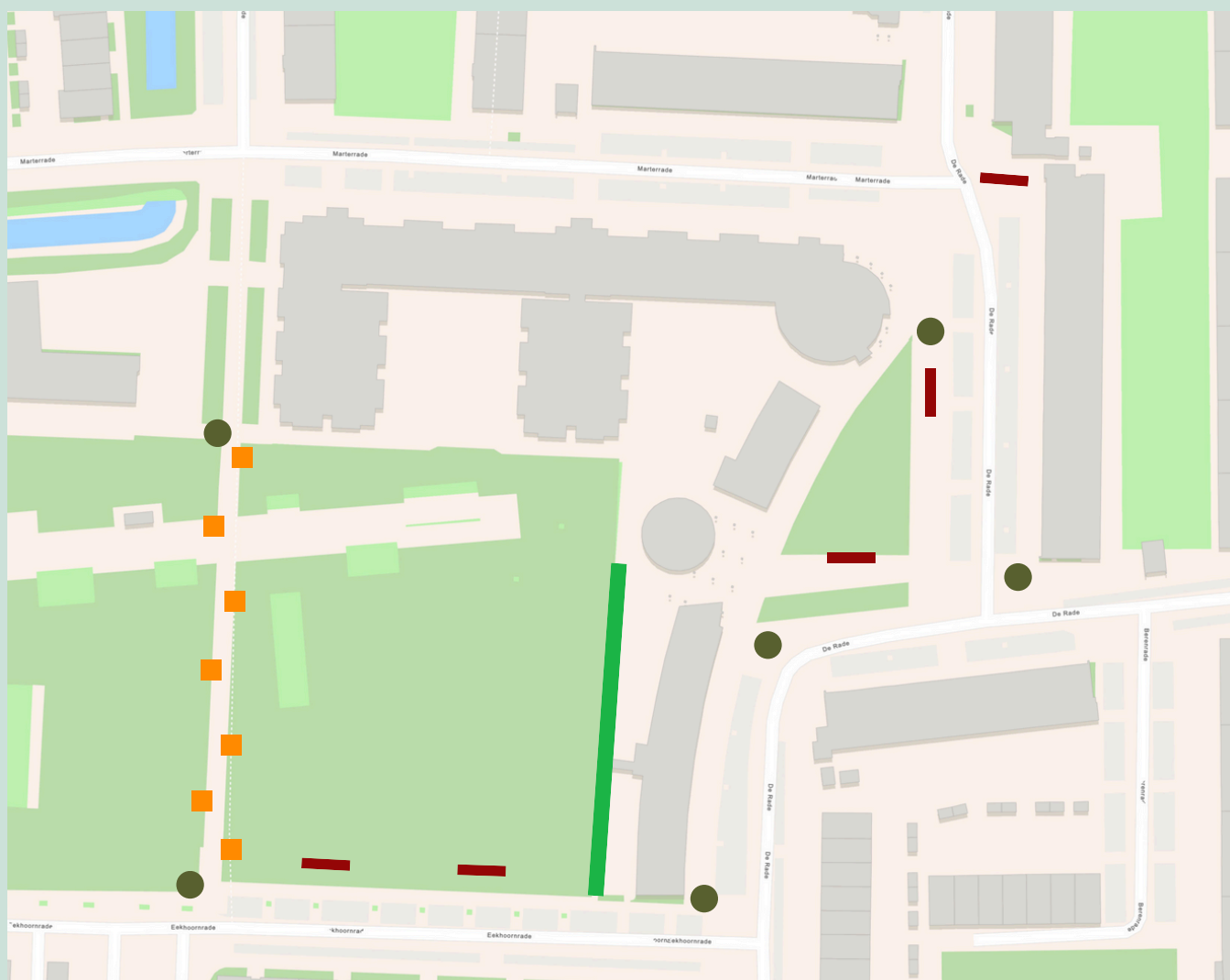
Photo by student



Source : Pinterest



# Design proposal



## Layout of the interventions on the map

Above, the map of Marterrade is shown with a proposal for the layout of our interventions.

The orange blocks represent the lightning lanterns, which are placed along the walking route in the park behind the building of Haag Wonen. The residents commented that this part of the neighborhood is not pleasant to walk through during sundown and at night.

The dark green dots are the added trash cans, which are located at intersections, entrances/ exits of the park/ the area. This way, the people who walk through the area always come across a trash can.

With the dark red lines, the mosaic benches are visualised. These benches are located in different areas. The benches in the park are located there because there are multiple benches near the children's playing area, but not in the rest of the park. The benches in front of the Marterrade are there for everybody, this can be a place to sit in the shade, relax and take a break. the bench in front of the ateliers have the same function but is usually exposed to the sun during the day, this way people have the option where to sit.

The green line in the park represents the ivy hedge. As seen on the last page, this hedge is visualised. The hedge is located in this spot to ensure that residents feel a sense of responsibility. In addition, the hedge should provide a sense of security.



# Theory of change

## *Our Main Takeaway and Vision*

Our main takeaway from the co-creation sessions, interviews, and neighborhood walks is that the public spaces in and around Marterrade hold much latent potential. However, they are not currently fulfilling their role as vibrant, inclusive, and safe places for all residents. We discovered the strength and creativity of the people living there: from artists with big ideas to elderly residents with longstanding community ties, from youth looking to claim their space to mothers and children who dream of safer spaces.

Our task is not to reinvent the neighborhood, but to support, connect, and amplify what is already there. In light of the ideas and energy that the residents have shared with us, we've titled our design proposal: "Marterrade, the Harmonious Oasis."

The final design is built around a vision for the whole neighborhood, which we call "The Harmonious Oasis". A conversation with a neighbor gave us the idea for the name. He claimed that, in an ideal world, he wanted a "wow-effect" when he entered the neighborhood, a "green oasis". We want to create a harmonious oasis where every resident, regardless of age or origin, feels truly at home. The thread that holds this vision together is a mosaic. Mosaic is not just a decorative art form; it is a perfect metaphor for the neighborhood. It represents both diversity and unity. Each fragment might be different, but when combined, they form a cohesive and vibrant whole.

The residents of the neighborhood can help in designing the mosaic patterns of the interventions (for example, the benches and the trash cans), which fosters community ownership. Letting the mosaic come back in the different interventions all over the neighborhood will make the neighborhood feel more socially connected and accessible. Through a mix of physical, social, and creative interventions, our goal is to foster trust, ownership, and community spirit. We believe these changes can help strengthen social ties, increase safety, and create spaces where all generations and cultural backgrounds feel represented and welcome.

# Theory of change

## *The Harmonious Oasis and the Theory of Change*

Our vision is structured around four interconnected pillars:

- Social Cohesion
- Accessibility & Safety
- Inclusivity
- Community Ownership

Even if presented separately, these pillars are deeply interrelated. They offer a framework to understand how our interventions can drive meaningful change over time. To make the complexity of the neighborhood's challenges and opportunities more manageable, we applied the Theory of Change as a guiding structure.

The Theory of Change is used as a tool for reflection, planning, and impact assessment. It helps us trace how our proposed actions, ranging from improving physical infrastructure to organizing community events, can contribute to long-term transformation. By clarifying the steps from input to activity to output and outcome, we can critically evaluate what is working, where barriers exist, and how to strengthen the community fabric through place-based, participatory interventions.

In the pages below, we apply the theory of change to each of the four pillars with their related interventions. However, this does not mean that the interventions solely belong to those pillars.



# Timeline of Interventions

To make the project more manageable and grounded in practice, we divided our interventions into four phases, stretched across one year. Each phase builds upon the previous one. This way, it would begin with light, low-effort actions that help us connect with residents and gradually move toward more permanent improvements. It is important to keep in mind that timelines like this are often more flexible in practice. Things take longer, or happen earlier than expected, depending on people, weather, and many small things that cannot always be planned for.

**Phase 1 (Month 1–2)** focuses on getting started in a simple, approachable way. We imagined hosting a community barbecue as a starting point. Not only for people to enjoy food together, but also to introduce the shared neighborhood table, used to collect ideas and feedback. Alongside this, the idea would be to start running regular monthly activities, such as painting workshops or food nights. These would be led by residents who have certain skills they want to share and who might not otherwise claim a space. In addition, the road signs would be added with the collaboration of some willing teenagers. These are not drastic changes, but they form a good starting in order to include new people in the conversation.

**Phase 2 (Month 2–4)** is slightly more focused on visibility and environment. One of the clearest insights we gathered was that people often simply do not know what is happening around them. A community board wall could help address this, as a place to post updates, share invitations, and communicate in a way that is visible to everyone walking by. At the same time, the process planting ivy along selected fences would start.

**Phase 3 (Month 4–6)** introduces more physical changes. The first public trash bins and benches would be installed during this period. These may seem like basic infrastructure, but they are very important steps toward changing the way residents interact and experience the neighborhood. A bench invites someone to sit. A trash bin reminds someone to take care of the space. These simple things, placed intentionally, begin to shape how people relate to their surroundings. Additionally, a few small clean-up or garden sessions would be organized to encourage shared responsibility.

**Phase 4 (Month 6–12)** is meant to look back as well as forward. By this stage, we hope some of the interventions are becoming part of the neighborhood's dynamics. This is when an evaluation would be conducted to determine what has worked well, what needs adjusting, and where the gaps still lie. Based on this reflection, a series of meeting about the next steps would take place. In these meeting more lasting changes would be discussed. Ideally, by this points the social interactions and cohesion of the neighborhood will have improved, even if slightly, and more time-consuming and resource-based interventions will be able to be carried out.

The timeline is not only a way to structure interventions, but also a tool to build momentum, to show progress, and to invite people to contribute. What matters most is not how quickly the neighborhood can move through the phases, but whether progress is visible and there is a flexible approach to these changes.

<b>Phase 1 (Month 1–2)</b>	<b>Phase 2 (Month 2–4)</b>	<b>Phase 3 (Month 4–6)</b>	<b>Phase 4 (Month 6–12)</b>
<p>First community BBQ to introduce the neighborhood model table</p> <p>Begin monthly events (e.g., painting, food nights)</p> <p>Paint simple chalk signs for bikes/scooters</p>	<p>Plant ivy along selected fences</p> <p>Launch community info wall</p>	<p>Install first trash bins and benches</p> <p>Co-create a shared activity calendar</p> <p>Organize small clean-up or garden events</p>	<p>Evaluate impact of interventions</p> <p>Install streetlights</p> <p>Plan improvements based on feedback</p>

## Theory of change

### *Social Cohesion*

The first pillar of our vision is social cohesion. Social cohesion refers to the sense of belonging and trust among members of a community and their willingness to cooperate and engage in collective actions (Burns et al., 2018). It is clear that in diverse neighborhoods like Marterrade, strengthening social cohesion is essential to overcome barriers of ethnicity, age, language, and cultural differences.

However, social cohesion is not something that can be achieved through a single intervention. It emerges gradually through repeated and meaningful interactions that increase trust progressively. This pillar is closely tied to community ownership and inclusivity, as feeling connected and co-responsible often arises from shared experiences and opportunities to participate.

### *Current situation*

At present, residents in the neighborhood report a lack of interaction and trust across different ethnic, cultural, and generational lines. Community events and the local center are either underused or unknown to many, and existing initiatives often remain fragmented or poorly communicated.

Desired vision

We envision a neighborhood where residents feel part of a shared community, with strong informal networks across age and cultural boundaries. Events and public spaces should foster trust, social support, and pride in the neighborhood. Ultimately, we aim to create a culture where residents are not just passive users of space but active contributors to a vibrant, co-created social environment.



# Theory of change

## Desired vision

We envision a neighborhood where residents feel part of a shared community, with strong informal networks across age and cultural boundaries. Events and public spaces should foster trust, social support, and pride in the neighborhood. Ultimately, we aim to create a culture where residents are not just passive users of space but active contributors to a vibrant, co-created social environment.

## Inputs

To work toward this goal, the necessary inputs include:

A basic budget for materials and food for events.

Time and ideas from residents.

A collaborative model table to serve as a visual gathering point for dialogue.

Volunteers to support planning and logistics.

## Activities

To spark and maintain social cohesion, we propose the following activities:

- A monthly community-led event, led each month by a different resident. This resident will lead a workshop that can vary from painting to cooking. The objective is to give space to people who may otherwise not claim it, but who have skills they want to share.
- A spring BBQ, using the neighborhood model table as a central element.
- Use of public events to collect opinions from residents and incorporate them into plans.



Source : Pinterest



Photo by student

# Theory of change

## Outputs

These activities will lead to:

A steady flow of events organized by and for the community.

Increased use of shared public spaces like the square and the community center.

A visual and physical anchor for gathering feedback and sparking conversation through the neighborhood model table.

## Outcomes

The intended outcomes are:

Increased interaction across ethnic and age groups.

Greater awareness of community initiatives and spaces.

Empowered residents who feel confident to propose and lead initiatives.

## Impact

Over time, we expect these changes to lead to:

- Stronger neighborhood trust and relationships.
- A local safety net is supported by regular, positive social contact.
- More sustainable community efforts are built on shared ownership.

## Critique

While these interventions offer great potential, there are important limitations. Events may not engage more marginalized or quieter residents without explicitly reaching out to them, and even in that case, their participation is not guaranteed. Language barriers should also be considered, as non-Dutch-speaking people might feel left out. Continuing and building on these activities requires continued coordination, communication, and resources. Finally, the feedback collected at events must be acted on, even if slowly, otherwise, residents may become disillusioned or feel like change is nowhere to be seen.

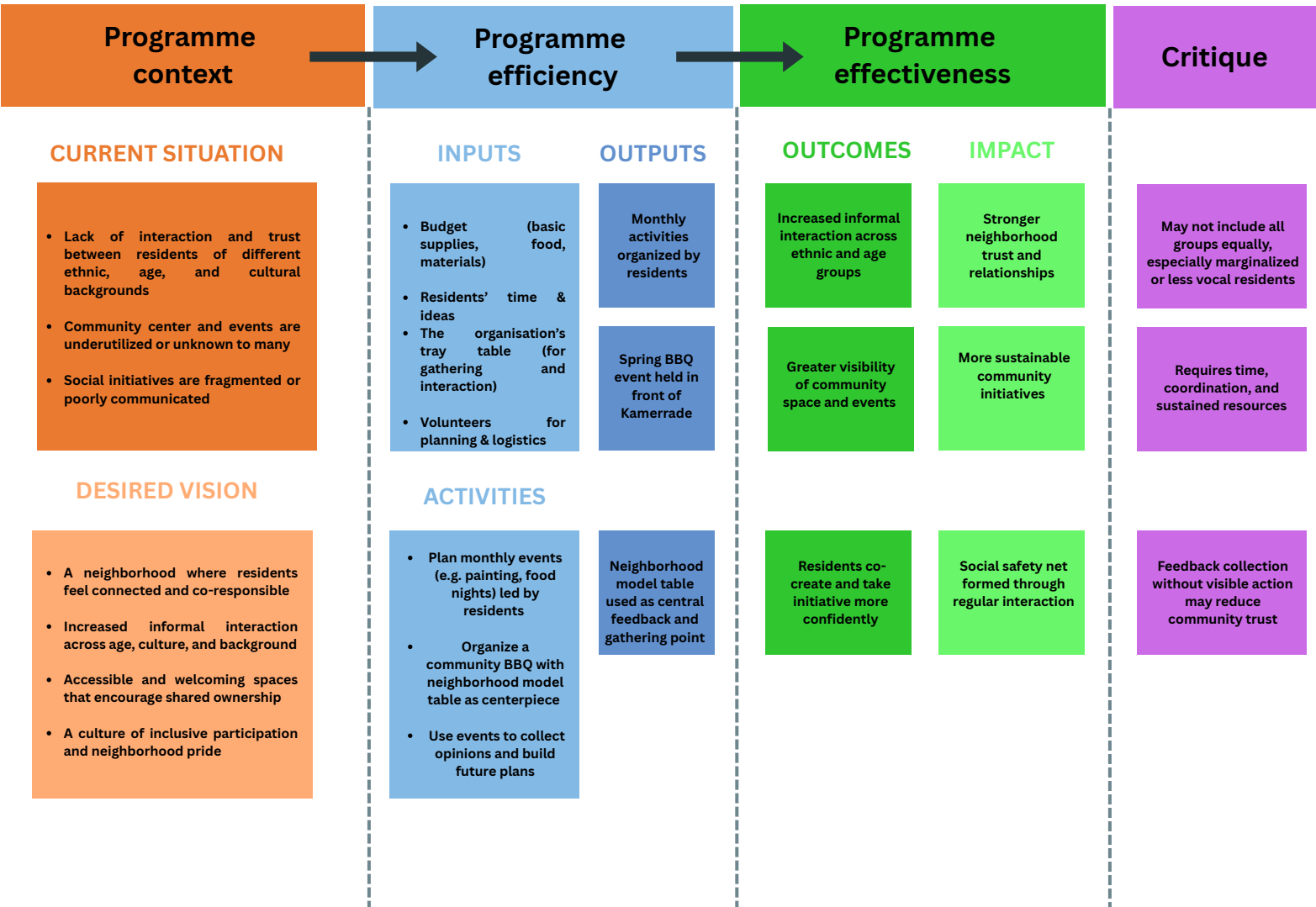
**ALLEEN  
GA JE  
SNELLER  
SAMEN KOM  
JE VERDER**

**KAMERRADE**

Marterrade 10 | Den Haag

Alown you go faster, together  
you come further (Kamerrade,  
Instagram, 28 maart 2025)

**SOCIAL COHESION TOC**



# Theory of change

## Accessibility and Safety

The second pillar of our vision focuses on Accessibility and Safety. These two aspects are closely connected when it comes to building a public space where people of all ages and backgrounds feel at ease. In a neighborhood like Marterrade, where green spaces, sidewalks, and shared zones are used by everyone, from children on bicycles to elderly residents out for a walk, the environment must foster safe and accessible movement.

Safety is not only about preventing accidents; it is also about creating a sense of calm, clarity, and comfort in public spaces. Accessibility involves more than physical access: it requires ensuring that everyone feels welcome and confident using the area, without confusion or fear of fast-moving vehicles or poorly maintained surroundings.

## Current Situation

At present, residents in the neighborhood have expressed concerns about dangerous situations, particularly involving fast-moving bicycles and scooters near sidewalks and entrances. Many residents report feeling unsafe when walking through green areas or near buildings with limited visibility. Additionally, the lack of clear visual cues for shared spaces has led to confusion and occasional conflict between residents riding bikes and pedestrians.

## Desired Vision

We envision a neighborhood where walking and moving around feel safe, pleasant, and accessible for all. One way this can be addressed is by designing public spaces that communicate how they are intended to be used (whether for walking, cycling, or seating), so that everyone feels confident navigating them. Furthermore, we imagine greener and more visually attractive surroundings that encourage residents to use parks and pathways more frequently. Finally, our goal is to foster a place where people feel not only safer but also prouder of their neighborhood.

### Inputs

To achieve this, the following inputs are required:

- Budget for basic materials such as paint, stencils, and ivy.
- Input from residents, especially those living near entrances and green spaces.
- A simple but consistent maintenance plan.
- Support from either community volunteers or the municipal workforce.

## Activities

We propose the following activities:

- Designing and painting with chalk clear road/bike ride indicators (which could be drawn in a fun way so that they avoid entrances) and safety signs (for example, "Keep it Safe for Everyone" or "Ride with Care" messages). The focus would be on key areas such as entrances and park paths. This intervention is intended to be a short-term one and should be carried out using a placemaking approach (possibly with teenager involvement and participation) to ensure its success.
- Planting ivy along fences to improve both the visual atmosphere and the perception of safety, as well as to establish a natural buffer.



# Theory of change

## Outputs

These activities will result in:

- Visible road and safety markings that encourage slower movement and safer spaces
- Fences enhanced with ivy contribute to a more welcoming and calming public space.

## Outcomes

The expected outcomes include:

- A reduction in the speed of vehicles such as bicycles and scooters in shared zones.
- An improved sense of safety for pedestrians, particularly in areas near entrances and green spaces.
- A visibly safer and more attractive neighborhood that promotes positive behavior. While ideally in the long term the fences could be removed, in the short term covering them with green will make the neighborhood more open and inclusive.

## Impact

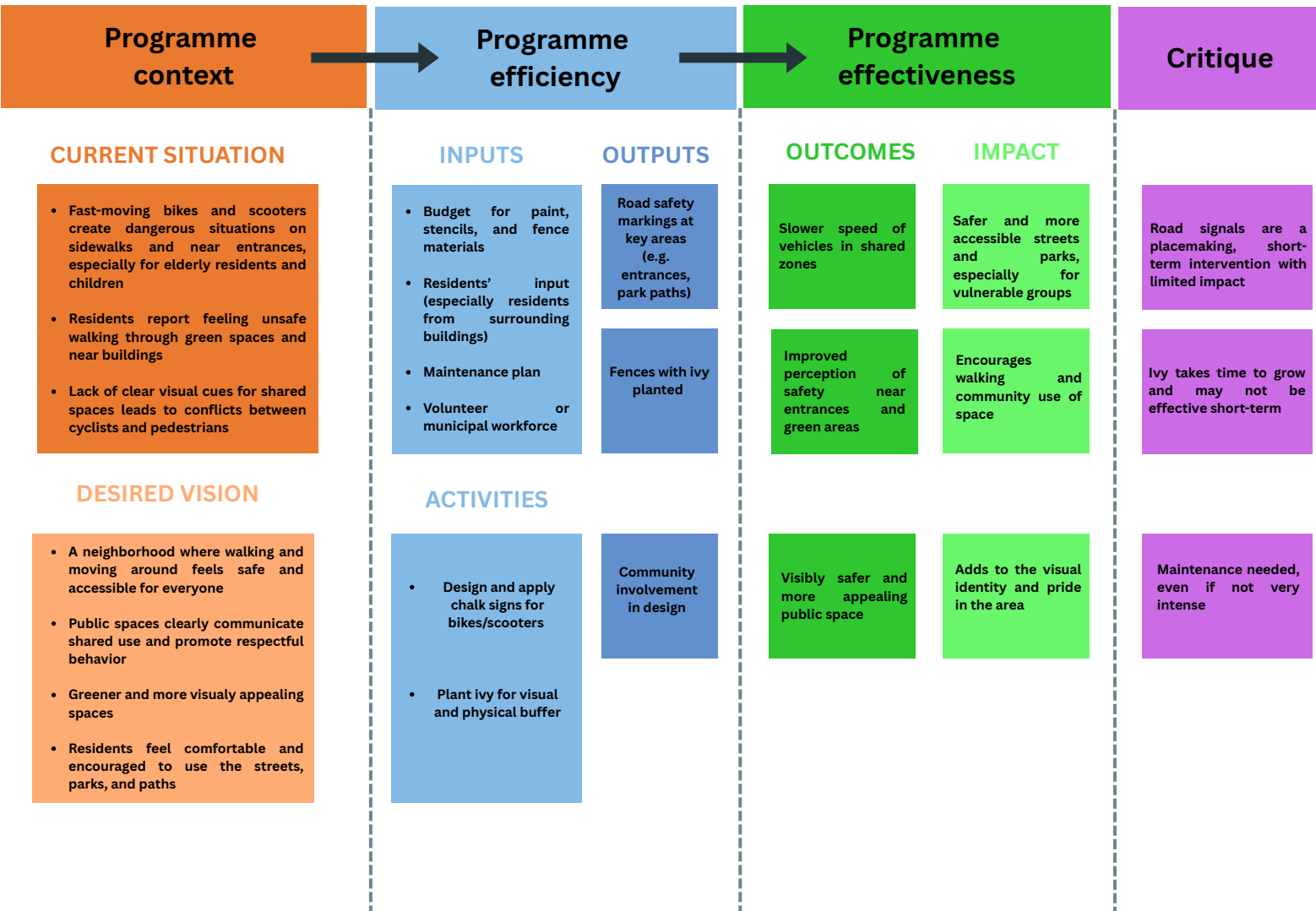
In the long term, these efforts are expected to lead to:

- Safer and more accessible streets and parks, especially for children, elderly residents, and other vulnerable groups.
- An increase in walking and outdoor activity strengthens residents' connection to the neighborhood.
- Enhanced community pride in the shared public environment.

## Critique

It is important to acknowledge potential limitations. For instance, road signs are a low-cost, short-term placemaking intervention that may not produce lasting changes. Ivy, while valuable, requires time to grow and will not provide immediate results. Even though maintenance needs are relatively low, they still require coordination and some level of maintenance over time.

## ACCESSIBILITY & SAFETY



# Theory of change

## *Inclusivity & Community ownership*

The last two pillars of the vision are discussed together because they go hand in hand. Fostering inclusivity means that every resident feels at home in the neighbourhood, regardless of age or cultural background. Community ownership goes further and relates to the feeling that the neighbourhood is yours. This is what we aim to accomplish with four interventions. Looking at the interventions separately, they might seem simple, but the decoration with mosaic and paint will make them more appealing and will engage the artists and the residents who want to contribute. When the residents themselves contribute to something visible in the neighbourhood. As a result, the neighbourhood will look more vibrant, coherent, and each intervention serves as a solution for problems that were pointed out by the residents.

## *Current Situation*

Many public spaces in Marterrade lack accessibility for everyone. Some residents have voiced concerns about littering, insufficient lighting in parks, and the absence of inviting places to sit or gather. Additionally, if there are places to gather, not everyone can use them. An example is the picnic bench in the courtyard of the elderly flat. The idea is beautiful, but no elderly person who is less mobile can sit on the bench.

## *Desired Vision*

We want to create a public space where every resident can benefit equally and feel proud to be a resident of Marterrade. This means creating areas that are clean, well-lit, and welcoming, but also spaces that carry the imprint of the community itself. The mosaic-adorned benches and the artistically designed trash bins will strengthen the shared ownership and pride. By encouraging active participation in the beautification and design process, we hope to make public spaces not only more functional but also more meaningful.

## *Inputs*

To achieve these interventions practically, we need:

- Budget for materials such as mosaic tiles, paint, wood, and lighting.
- Permissions from the municipality for installations.
- Involvement from local artists and residents in the design and decoration process.
- Collaboration with the municipality or community workers for maintenance support.

## *Activities*

We propose the following activities:

- Installing more public trash bins that are resistant to seagulls and letting the artists and residents decorate them with mosaic and paint.
- Place streetlights in the dark spots in the park.
- Place serenity benches, designed by the artists. Every resident can sit on the bench; it has a backrest, and the material is hard enough to prevent vandals from breaking it.
- To decorate the interventions, the hands of the residents are needed. Therefore, workshops (maybe) led by the artists will be organised. To make all the events visible in the community centre, an info wall is needed with all the information.

## *Outputs*

These activities will result in:

- Visible changes in public space: lighting, more trash bins, more benches.

## *Outcomes*

- Greater involvement of residents and artists in shaping their environment.
- New gathering points and communication tools that enhance community connection.

# Theory of change

## Impact

*With these interventions, we hope to create a more inclusive and vibrant public space where people can meet and be themselves. Residents feel like they belong to Marterrade and feel safe. We hope that by these renewed feelings, the neighbourhood is more lively and there are connections built across ages and cultures.*

## Critique

While these interventions are easy to implement, there are some points of critique that we want to address. All these actions need profound planning and permission from the municipality. In the long term, these designs need maintenance (especially the public trash bins). That is something that needs to be discussed with the municipality. We also need to be aware that the benches are not placed too close to each other, otherwise, there is no place for privacy. And we also need to take into account that the benches are not placed on the concrete, because the sun makes it very hot in summer. We are also aware that designing with the neighbours implies certain risks, but we are willing to take it, because we had the feeling there was a willingness to participate.



Example of seagull proof trash bin (P&G, 2025)



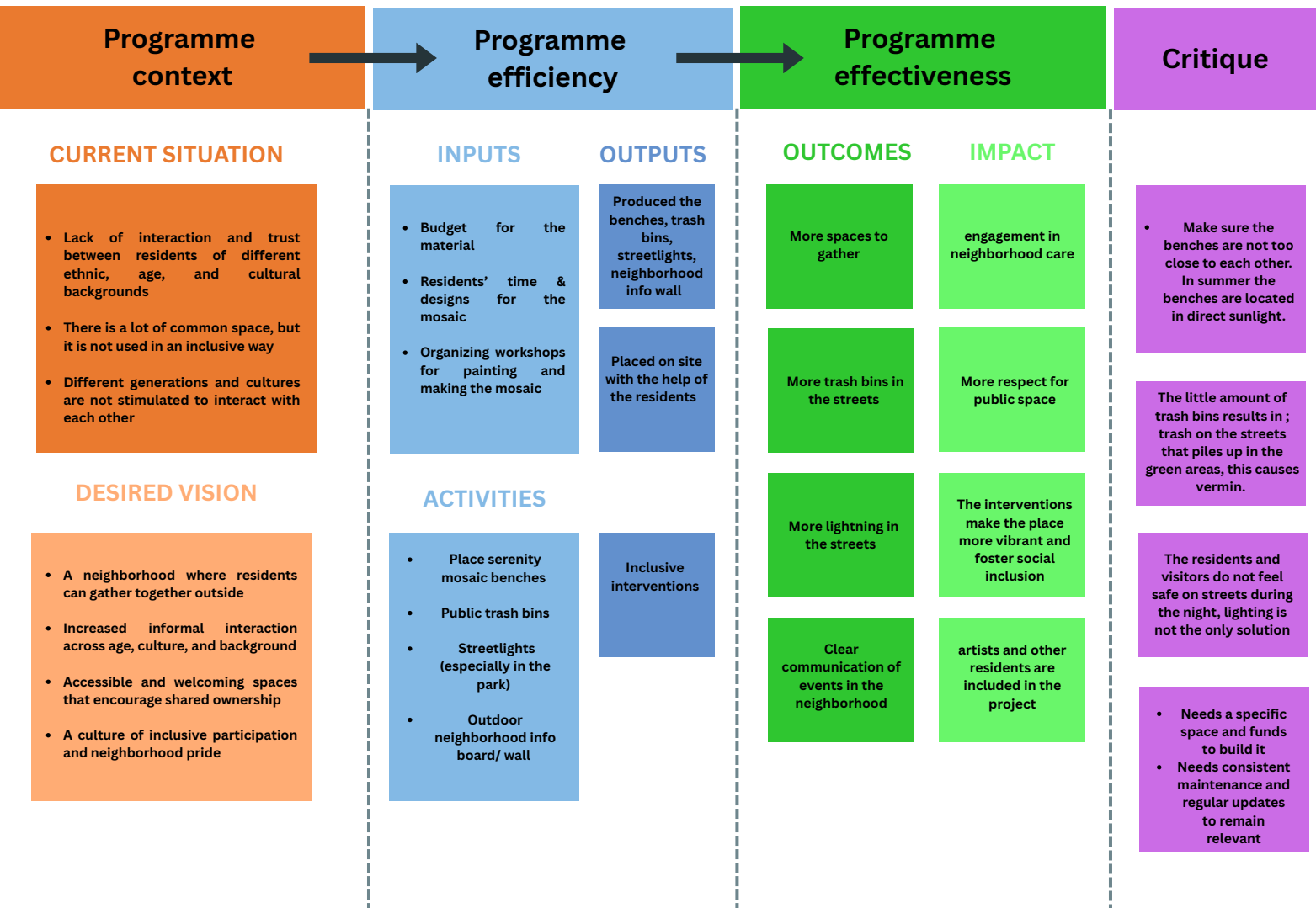
Source : Pinterest



Source : Pinterest



**TOC INCLUSIVITY:  
&  
TOC COMMUNITY OWNERSHIP:**



# Reflection

## *Navigating a Design Project Without Designers*

We came into this project knowing right away that we were not the typical design team. Three of us are master's students in migration-related fields, and the fourth student is doing a program studying sustainable development. That means that, unlike other teams, we had no architects and no engineers in our group. In a course so focused on spatial transformation, this felt a little intimidating at first, especially when we saw other groups pulling out sketch-ups and digital designs in the first weeks.

But if anything, that absence forced us to lean into our strengths. We focused on people, on the social dynamics at play, and on thinking critically about what inclusivity and community mean in everyday life. It pushed us to translate abstract theories from our fields into interventions that could make sense on the ground. While the challenge was obvious, we embraced it and tried to learn at every step.

## *From Textbooks to Practice*

Most of our coursework before this has been framed by policy debates, theoretical readings, and structured case studies. Rarely are we asked to put our ideas into something tangible, let alone something physical. This course was very different, as for one of the first times, our academic work could be tied to something that went beyond a grade.

Designing for a real place, with real residents, made us think differently about knowledge. It is not just about the 'what' or the 'why': it is also about the 'how.' How do you bring people together? How do you design a space that encourages conversation, not just occupation? How do you bridge different opinions within the neighborhood? These were new questions for us, and ones we would carry forward.

## *Revisiting Existing Proposals*

At the beginning, we worked off the proposal created by HHS students. It was helpful to have a visual and conceptual head start, especially as it would have been difficult to begin the project without having visited the neighborhood first. But as we got more involved, especially after visiting the site and talking to residents, we started to realize that some of their proposals, while interesting, were not necessarily aligned with what the neighborhood needed or were not going to be used in practice.

It was an important lesson for those of us new to urban planning: a design might look great on paper, but if it does not resonate with the community, it may be doomed to fail. This allowed us to approach previous work not with blind acceptance, but with a critical and open eye.

## *The Limits of Co-Creation*

The co-creation sessions were, without a doubt, the most rewarding part of the course, as well as the most complex. Talking and listening seem easy, but not when it comes to building trust, which takes time, and we only had so much of it.

In addition to this, we struggled with knowing where our role began and ended, especially considering the limited time we had for the project. Engaging in conversation with people, we were aware that this was maybe not the first time they were approached for their input, and cognizant that plenty of them wanted change to begin.

## Reflection

However, the conversations we had, some structured, some spontaneous, opened our eyes to the nuances of the neighborhood. We began to understand that co-creation is less about creating consensus and more about surfacing different layers of experience and navigating the contradictions and different opinions of residents on a specific point. A good example of this was the fat-bikes, which were despised by many people, but enjoyed by the teenagers, who are also residents and have a right to claim their space.

### *Working Through Language and Cultural Barriers*

Only two of us spoke Dutch fluently, which was a challenge for the other two. There were moments when we missed details or had to rely on gestures more than words. However, all of us felt respected (welcomed, even) by the community members we met. That said, there were some confusing moments, particularly in informal settings, where something just got lost in translation. In the end, if something was lost for the non-Dutch speakers, we repeated ourselves that the beneficiaries are the residents and that they are the ones who should not be left out.

### *Conclusion*

In conclusion, this project allowed us to expand our knowledge, not just about designing interventions or analyzing community needs, but about facing new academic questions and disciplines. We were reminded that theory needs practice to have weight, and that practice needs reflection to have an impact.

We did not leave with perfect answers. But we left with questions we had not thought to ask before, and with a deeper sense of how to approach complex social spaces. In this line, it could be stated that the biggest outcome was not what we gave the neighborhood, but what the neighborhood gave us.



# Bibliography

- Al-Khatib, I. A., Arafat, H. A., Basheer, T., Shawahneh, H., Salahat, A., Eid, J., & Ali-Shtayeh, M. (2015). Trends and problems of solid waste management in developing countries: A case study in seven Palestinian districts. *Waste Management*, 36, 167–177. <https://doi.org/10.1016/j.wasman.2014.11.014>
- Bowler, D. E., Buyung-Ali, L. M., Knight, T. M., & Pullin, A. S. (2010). Urban greening to cool towns and cities: A systematic review of the empirical evidence. *Landscape and Urban Planning*, 97(3), 147–155. <https://doi.org/10.1016/j.landurbplan.2010.05.006>
- Burns, J., Hull, G., Lefko-Everett, K., & Njozela, L. (2018). Defining social cohesion (SALDRU Working Paper No. 216). Southern Africa Labour and Development Research Unit, University of Cape Town.
- Connell, J. P., & Kubisch, A. C. (1998). Applying a theory of change approach to the evaluation of comprehensive community initiatives: Progress, prospects, and problems. In K. Fulbright-Anderson, A. C. Kubisch, & J. P. Connell (Eds.), *New approaches to evaluating community initiatives* (Vol. 2, pp. 15–44). Aspen Institute.
- Forrest, R., & Kearns, A. (2001). Social cohesion, social capital, and the neighbourhood. *Urban Studies*, 38(12), 2125–2143. <https://doi.org/10.1080/00420980120087081>
- Gehl, J. (2011). *Life between buildings: Using public space*. Island Press.
- Green Furniture Concept. (2022). Inclusive design: Public furniture for public good. <https://greenfc.com/us/stories/inclusive-design-public-furniture-for-public-good>
- Hampton, K. N., & Wellman, B. (2003). Neighboring in Netville: How the internet supports community and social capital in a wired suburb. *City & Community*, 2(4), 277–311. <https://doi.org/10.1111/1540-6040.00054>
- Jacobs, J. (1961). *The death and life of great American cities*. Random House.
- Kamerrade. "Kamer Rade on Instagram: ""Alleen Ga Je Sneller, Samen Kom Je Verder"" Instagram, 2021, [www.instagram.com/kamer\\_rade/p/DHvnfMCIfu/?img\\_index=1](https://www.instagram.com/kamer_rade/p/DHvnfMCIfu/?img_index=1). Accessed 9 Apr. 2025.
- Kaplan, R., & Kaplan, S. (1989). *The experience of nature: A psychological perspective*. Cambridge University Press.
- Kweon, B. S., Sullivan, W. C., & Wiley, A. R. (1998). Green common spaces and the social integration of inner-city older adults. *Environment and Behavior*, 30(6), 832–858. <https://doi.org/10.1177/001391659803000605>
- Lydon, M., & Garcia, A. (2015). *Tactical urbanism: Short-term action for long-term change*. Island Press.
- Maas, J., Verheij, R. A., Groenewegen, P. P., de Vries, S., & Spreeuwenberg, P. (2006). Green space, urbanity, and health: How strong is the relation? *Journal of Epidemiology & Community Health*, 60(7), 587–592. <https://doi.org/10.1136/jech.2005.043125>
- Newman, O. (1972). *Defensible space: Crime prevention through urban design*. Macmillan.
- Painter, K. (1996). The influence of street lighting improvements on crime, fear, and pedestrian street use, after dark. *Journal of Environmental Psychology*, 16(2), 173–188. <https://doi.org/10.1006/jevp.1996.0015>
- Peters, K., Elands, B., & Buijs, A. (2010). Social interactions in urban parks: Stimulating social cohesion? *Urban Forestry & Urban Greening*, 9(2), 93–100. <https://doi.org/10.1016/j.ufug.2009.11.003>
- Project for Public Spaces. (2022). *Placemaking: What if we built our cities around places*. Project for Public Spaces. <https://www.pps.org/product/placemaking-what-if-we-built-our-cities-around-places>
- Social Life Project. (2021). *Have a seat: How seating shapes welcoming cities*. <https://www.sociallifeproject.org/have-a-seat-how-seating-shapes-welcoming-cities>
- Sommer, R. (1974). *Tight spaces: Hard architecture and how to humanize it*. Prentice Hall.
- Sugiyama, T., Leslie, E., Giles-Corti, B., & Owen, N. (2008). Associations of neighborhood greenness with physical and mental health: Do walking, social coherence, and local social interaction explain the relationships? *Journal of Epidemiology & Community Health*, 62(5), e9. <https://doi.org/10.1136/jech.2007.064287>
- User, P. B. & F. (2025). *The "Seagull Safe" Litter Bin - P&G Blacksmiths*. <https://pandgblacksmiths.co.uk/street-furniture/litter-bins/seagull-safe-litter-bin>
- van Ham, M., Tammaru, T., & Janssen, H. (2018). A multi-level model of vicious circles of socio-economic segregation. In T. Tammaru, M. van Ham, S. Marcińczak, & S. Musterd (Eds.), *Divided cities: Understanding intra-urban inequalities* (pp. 61–80). OECD Publishing. [https://research.tudelft.nl/files/52769664/BOOKCHAP\\_02\\_4\\_Divided\\_cities\\_OECD\\_CHAPTER.pdf](https://research.tudelft.nl/files/52769664/BOOKCHAP_02_4_Divided_cities_OECD_CHAPTER.pdf) <https://doi.org/10.1787/9789264300385-en>
- Vertovec, S. (2007). Super-diversity and its implications. *Ethnic and Racial Studies*, 30(6), 1024–1054. <https://doi.org/10.1080/01419870701599465>

# Annex

Information from the results of the students from HHS.

Residents' Proposals	Students' Proposals
More flowers and plants in public spaces, especially in the inner courtyard.	Added flower beds in the inner courtyard of Marterrade to enhance aesthetics.
More trees and greenery, particularly on the <b>public square</b> and in the <b>inner courtyards</b> .	Increase the number of trees and greenery in public spaces and courtyards.
Raised <b>community garden beds</b> (moestuimbakken) for herbs and vegetables, so people who have difficulty bending can also participate.	Designed and placed raised garden beds along fences for easier access and communal gardening.
Residents wanted <b>specific types of plants</b> , such as climbing plants like 'Vuurdoorn' (firethorn) or ivy on fences.	Added climbing plants (ivy) in selected areas to balance greenery with visibility and safety.
<b>Better maintenance</b> of the green areas, as some trees were too tall and blocked sunlight.	Incorporated tree pruning in the plan and selected low-growing trees in certain areas.
A <b>fountain</b> was suggested as a pleasant feature for the neighborhood.	Integrated a fountain into the final design for relaxation and aesthetic appeal.
<b>More benches and seating areas</b> in green spaces, including in the inner courtyards and public squares.	Added benches and seating areas in green spaces to encourage social interaction.
Residents wanted a <b>community BBQ area</b> to bring people together.	Designed BBQ spaces in both the public square and inner courtyards.

## Annex

Some residents mentioned a need for a playground in the courtyards for children, preferably near entrances for safety.	Added play structures (swings, trampoline, climbing frame) near building entrances to ensure safety.
Residents expressed a need for a safe, well-lit neighborhood with greenery but without blind spots.	Ensured trees and plants were placed in a way that would not block visibility, maintaining safety.
The idea of <b>integrating greenery with art was mentioned</b> , including rotating outdoor sculptures.	Designed plant beds combined with sculptures to support local artists.
Wanted more urban gardens and <b>community engagement with gardening</b> .	Expanded the concept of urban gardens into a structured community gardening system, managed by the neighborhood center.
Some residents wanted a small café or drink spot near green spaces.	Included outdoor seating areas and open sliding doors at the community center for a café-like space.
Complaints about cars driving onto sidewalks and damaging green areas.	Added trees and green barriers along sidewalks to prevent cars from parking illegally.
Residents felt they needed <b>better organization for community gardening and food-related projects</b> .	Proposed management of urban gardens by the community center, ensuring participation from different groups.
Some wanted to bring back firethorn plants, which the municipality had removed.	Suggest replacing firethorn with ivy, allowing some areas to remain open for better visibility.



## Notes from the 2nd Co-Creation Activity-

### DANI

We talked with a woman who had been coming to the park for a long time (even though she did not live in the neighborhood). She told us that the park was big, but there was not much to do. There were two big swings, but everything was scattered. We asked her: if she could change anything with no limits on resources, what would she do? She told us that she would place all the swings and attractions from the playground together, and not have them spread out.

Safety was a big concern for her, as there were motorbikes and fat bikes all around. She thought the idea of placing the swings together would help make everything more secure, so that smaller children could have their own safe space. She told us that she used to come to the park often, but now she only came when doing grocery shopping (there's a Jumbo and Lidl next to it), as there were other parks around that were much nicer.

She also thought that the big football field was "not too much." In addition, she told us that there used to be more kids and people, but now the kids with fat bikes had taken over, and the families that used to come had moved to other, nicer parks. A possible idea to deal with the fat bikes, she said, was to have a person that would control for civic behavior—but not a policeman.

After talking to the woman who had come to the park with the kids, we decided to talk with some of the teenagers that were riding the bikes. The conversation was not easy, as they were joking and screaming, but they told us they would like more space to play football and less green. They said they came to the park often, and that this was where they spent most of their time when hanging out with friends.

We talked with a daycare worker who took care of kids aged 0 to 4, and from 4 to 12. She told us that the problem was not the green space but the young people. She also said that the issue with them was that they could not behave civically and that they bothered not only older people but also the families in the park. Education and respect were important areas for improvement, according to her.

She told us that she thought the park was great, and that there were a lot of activities around, also for younger people. She also mentioned that police were present around the park at times to ensure everything was safe. However, she said she didn't really feel very safe, as there were men looking at children at the school, which she had reported multiple times. Even though she didn't live in the area but only worked there, she didn't necessarily feel that the place was less safe at night, as she said there were also problems during the day.

As for the role of the municipality, she said they did a good job taking care of cleaning.

We also talked with another woman who worked at a school. She had lived in the neighborhood for more than 10 years, and she said that she had no problems. However, when asked about issues in the neighborhood, she said that the kids were dangerous when riding their bikes, and that this was a problem. Furthermore, she said that there needed to be more activities for young people, as in her opinion, there were not enough. She also noted that old people and young people frequently fought and clashed with each other.

Afterwards, we talked with an older woman who had grown up in the neighborhood. She had lived there her whole life and said she didn't have any problems—she was happy. She told us that the kids with the bikes were good, and that she liked them. This was a contrasting point of view.

Afterwards, we talked with a young man from Syria who had lived in the neighborhood for six months. He said that the kids with the bikes presented a "crazy situation," and that he wouldn't feel safe bringing his children to the park. He also told us that he felt welcome in the neighborhood.

## Annex

Then, we briefly spoke with a man of Turkish origin, who told us that if we went past Lidl and the new Albert Heijn, there were new buildings, but no green space.

Finally, we talked with a 55-year-old woman who volunteers in the community center and has lived in the area since 2011. She said that progress was too slow, and that there were a lot of meetings and talking. She wanted to open a café at the community center with a pool table, and she would like to see everyone included, not only older people. Her café would be for people aged 16 and above, and it would be open from 19:00 to 22:00.

Talking about the green space next to the Marterrade, she thought it would be nice to open a playground for smaller children, as the big children or teenagers had taken over the park. She said the age range should be between one and five, more or less.

She also told us about the one time, her dog got struck by a scooter breaking one of its legs. Other people and her did not feel safe when getting out of the buildings in the Marterrade street and around as sometimes there were bikes passing by quickly next to the entrance. She thought the solution was to place flowers, for example, so that they could have some space to look out when leaving the buildings.

As for the lighting poles, she would like to have a flower design on them to make them nicer. She also said there was a lot of dog poop in the neighborhood, and she agreed that there were no trash cans. When asked how inclusive the neighborhood was for people with disabilities, she said that some of the pavement was not good, as it was bumpy.

She would like to see more lighting in the park, as it was very dark and people got scared. Regarding the tables and benches that could be added in the next phases, she said that they had to be inclusive, so that people with disabilities could sit comfortably. She pointed out that the current seating next to the green in front of the community center was not used by anyone—only construction workers—and she said it was a pity that people couldn't sit face to face. She also mentioned that young teenagers were sometimes a problem, as they yelled and disturbed other people.

### RACHNA

I had a conversation with around 12 people belonging to different age-groups.

2 respondents were 11 and 12 years old. A group of three adolescent girls aged between 15–17 years old. Two Turkish women in their late 20s with their little kid. Another Turkish woman aged 33 with her 5-year-old child. An elderly Dutch woman in her 70s. A Dutch woman in her late 40s walking her dog. I approached two men as well, but one was not a resident of the neighborhood and the other couldn't speak English at all.

### Notes from the Respondents-

12 Years Born and brought up in this neighborhood; her parents are from DRC. She likes to play here and made some friends as well in the park. However, She sometimes faced some elderly shouting at her as well. She was concerned for her brother. It's not safe for small children because of the bikes. Whenever her mother brings her brother to the playground, there are not enough props or swings for smaller children. The designated space for the smaller children is small with only one slide and two swings.

11 years old, born and brought up in the neighborhood. She often goes to this park to play with her friends and sometimes bikes as well. She likes the space. But the space is not safe when it's dark. Avoids coming to this park during night or in winters. Bad people come to the park when it's dark.

## Annex

16 years old, born and brought up in the neighborhood. She likes the space but there are challenges as well. Elderly people are discriminatory and act annoyed with the children playing in the park. According to her and I quote "these older people call police on kids especially if they are non-blond". She doesn't want to change anything about this park, she wants to see the way it is 20 years in the future.

She shifted to the building across from the park three years ago. The living environment is better and safer here. In her previous residence in the same neighborhood, she didn't feel safe, there were often groups of guys doing drugs even in the daylight, which made her uncomfortable.

Sharing her mother's experience, she said that she likes the place and sometimes its easy to strike a conversation with certain people but sometimes not at all.

15 years old and She likes biking in the park but there are often fat-bike accidents in this park. She likes talking to the elderly but sometimes they can be mean. She made so many friends in space.

28 years old and from Turkey. She is new to this neighborhood and moved to The Netherlands three years ago. She finds it hard to converse with people here because of the language barrier, she doesn't speak Dutch or English. She often brings her 4-year-old kid to this park. She said she hasn't lived here much to think about any changes

34-year-old from turkey. She often comes to the park with her 7-year-old kid. The swings, slides etc are very basic, she wants more props or maybe an activity room for her child. She interacts with other mothers who bring their children to the park. She also interacts with the older people as well. In her observation, some older people are annoyed by the children in the park but some are very welcoming.

The lady who was walking her dog in the garden- She has been living here for many years now; she loves this neighborhood. She never takes her dog in the public park but mostly walks around the boundary. She wants more lights as it gets very dark during winters. More cleanliness as well.

Elderly Lady- She lived in this neighborhood for fifty years. She doesn't want to change anything about this place. She walks with a walker and she has her own social group in this neighborhood. She along with her other four friends sings in the choir in the Church. She spends a lot of time there.

### **Observation using Persona Method-**

1- Saw an old woman from the senior complex shouting at kids playing on the slide.

It is a metal slide which makes a lot of noise, it can be annoying for anyone, especially for the elderly population. Elderly people who are mostly suffering or prone to heart diseases, such noisy slides are a health concern.

2- Walking in the public park is not doable because of multiple reasons- (fat)bikes are a major concern, there is no specific path designed for walking for people. Walking in the grass is also not doable because the surface is uneven and dirty. Elderly people or people with mobility issues can fall.

3- Waste Management is a concern-

There are two small parks inside the senior complex. However, it looks very much abandoned. There are one or two benches only in each park. The benches are made of wood, and look old with wooden scrapes coming out of it, which can be replaced or painted.

Despite the availability of the waste bins in each park, residents throw waste on the ground like cigarettes, plastics, and foils. Most of the waste is thrown under the shrubs (green area) in the bottom. The bottom of the green area almost everywhere is accumulated with waste. This is concerned with civic sense in my opinion.



# Annex

## Mira

I talked to some elderly in the community centre first, but rang the bell of some artists afterwards to have their vision too, and not only the voices of elderly. Then I talked to some teenagers and after that I went back to the community centre and when it got dark I took a walk with a woman to see how dark the green field was.

Elderly mostly had comments about their (private) courtyard

- they wanted more green, maybe idea with hanging flowerpots
- they wanted more safety, people can come in at night and take drugs there
- the container to park scooters is really ugly → maybe an idea to let the artists paint something on it?
- they didn't mind the fences, they even wanted it to feel more safe
- the green field is too dark at night when you want to cross it
- there is not enough playing space for the very young kids, would like to make a little house, XOXO game... where the really small children can play
- fatbikes are a big problem
- everything that they promise is going too slow
- more lights in the park needed

### Artists:

general note: artists would like to participate in the design for making the neighbourhood better

- The street just across the neighbourhood centre is only concrete and the artists' houses have big windows, which makes the houses really hot in the summer. One artist had an idea of letting plants grow there (like a grape vine) in order to have the shade (like a roof of plants)
- there are not enough cafes and nice stores in the neighbourhood, would make it more vibrant
- first person: would participate in an art project for the neighbourhood if there is a budget (if he receives money)
- second person: music connects, need to involve the kids more, maybe with music workshops
- music in the streets would make the neighbourhood met vibrant
- trash problem: make creative trash cans that are resistant to seagulls
- made a design for the neighbourhood once, but wonders if there is money
- third artist: wants a wow-effect on the streets, something unique, the green now is not even green, wants palmtrees

### Teenagers:

wants more space for them to play, a big swing