



Inclusive Urban Regeneration through an InterCultural Planning approach

Qualitative research on resident participation in Amsterdam
Nieuw-West

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I. Preface

Presented here is my Master's thesis, titled '*Inclusive Urban Regeneration through an InterCultural Planning approach: Qualitative research on resident participation in Amsterdam Nieuw-West*'. This thesis is the final product of the Master's programme in Spatial Planning at Radboud University Nijmegen and marks the end of my study period.

During my period of study, my interest has grown in creating pleasant living environments and how we, as a society, can collectively contribute to a great place to live. After all, it is the residents of a city or neighbourhood who know the place best and understand where the needs lie. However, for realising a pleasant living environment, effective collaboration with different actors such as the municipality and housing corporations is essential.

In this research, I was able to further develop my interests by examining two urban regeneration projects in Amsterdam Nieuw-West, focusing on how the culturally diverse voices of residents were incorporated into these projects. By applying multiple research methods – document analysis, interviews, a photovoice project, and observations – I attempted to create the most comprehensive picture possible. I would like to express my gratitude to all the respondents for their time and effort who contributed to this research through participation in an interview or the photovoice project.

My Master's thesis, together with that of another Master's student, Tanisha Claire Sequeira, is part of the larger research and PhD project by Lennert Werner on InterCultural Planning. To streamline our research, we collaborated closely on the research design and fieldwork. I want to thank you both for the collaboration. Furthermore, I would like to thank Lennert Werner and Pascal Beckers in their role as thesis supervisor. Your expertise in this field of spatial planning and extensive feedback have been valuable in shaping my thesis.

Concurrently with conducting the research for my thesis, I completed a 3,5-month internship at the Municipality of Amsterdam. During the internship, I explored the participation process of one of the two examined regeneration projects in greater depth and wrote a report with practical lessons for project teams working on resident participation. Through colleagues, I gained contacts for approaching respondents for both the internship assignment and the thesis. Furthermore, I was able to further develop myself and gain experience working within a municipal organisation. For this, I would like to thank the Municipality of Amsterdam and in particular, my internship supervisor, Aimée Albers, who taught me a lot about municipal processes, gave me the opportunity to join meetings, and was always open to brainstorming sessions and providing feedback.

Finally, I would like to thank my family and friends for their unconditional support throughout the thesis process.

Marika Schaapveld

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II. Summary

In past years, there has been a shift in the approach of urban regeneration projects by the municipality and housing corporation. Where this was previously approached primarily from a top-down perspective, a bottom-up perspective is now leading, with residents having more influence. However, in culturally diverse neighbourhoods, it remains a challenge for the institutions to actively involve residents. Primarily the same groups of residents are heard, which means that not all voices existing in a neighbourhood are included. This research aims for an inclusive approach that ensures all voices are heard, allowing regeneration plans to be tailored to the needs of a neighbourhood.

To develop an inclusive approach, the InterCultural Planning (ICP) framework by Werner et al (in-press) was taken as a starting point, based on the concept of interculturalism to answer the research question: *“How can an inclusive governance approach, guided by the elements of InterCultural Planning, be valuable to resident participation in the regeneration processes of the Amsterdam neighbourhoods Wildemanbuurt and Ruychaverkwartier?”*

Through a qualitative case study and participatory action research (PAR), two urban regeneration projects in Amsterdam Nieuw-West were examined and compared. Four different research methods were employed to gain a comprehensive understanding of the planning and participation processes. A document analysis of policy documents, semi-structured interviews with civil servants, and observations of participation meetings mapped the municipal approach. A photovoice project, semi-structured interviews, and observations presented the residents' perspective on their involvement in the regeneration plans. Additionally, semi-structured interviews were conducted with an expert in the field of participation and the involved housing corporations.

The results of the research showed that the Municipality of Amsterdam has taken a positive step by drawing up policy and legal frameworks on the themes of inclusion, anti-discrimination, and participation and by introducing a neighbourhood-oriented approach. However, it appears that the policy regarding the use of multiple languages is not yet well-integrated across the different municipal departments, making it more difficult for project teams to reach non-Dutch-speaking residents. Residents in the two neighbourhoods also feel that the uniform policy made for the entire city does not adequately connect with the neighbourhoods they live in.

Furthermore, it emerged that trust between residents and institutions plays an important role in the regeneration projects, and the prevailing trust is partly determined by residents' previous experiences with the municipality or housing corporation. Residents' knowledge of participation also influences how the participation processes and their inclusivity are experienced.

The research concludes that an inclusive governance approach can only be achieved if the different elements of the ICP framework are aligned with each other, ensuring that the wishes and needs of residents genuinely impact urban regeneration and that the methods applied align with the culturally diverse composition of a neighbourhood.

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1. Introduction

1.1 Contextual background

In the past, urban regeneration used to be approached from a top-down perspective, in which residents had limited input in decision-making, but today this is no longer the case. Urban planners have shifted towards more inclusive and participatory approaches with a bottom-up perspective (Ferilli et al., 2015; Teernstra & Pinkster, 2015). More and more local governments worldwide aim to engage citizens in participatory governance (Verloo, 2023). According to urban planning literature, involving residents and communities in urban regeneration practices is seen as a more efficient and effective way to ensure that the regeneration addresses the problems residents face (Atkinson, 2000; Parés et al., 2011; De Graaf et al., 2014; Jin et al., 2018). However, research by Ferilli et al. (2015) shows that participation in urban regeneration is not equally accessible to all residents. Residents who possess skills and capacities that are valuable in participation processes, such as a higher level of education and strong communication skills, find it easier to participate than residents who lack these skills. Besides this, according to Hoekstra and Dahlvik (2018), a lack of participation is not only related to individual characteristics, but also depends on the composition of the characteristics of the neighbourhood. This is particularly evident in culturally diverse neighbourhoods, where participation often comes with additional challenges. Residents face language barriers or might come from a culture in which participation is not common.

This is where InterCultural Planning (ICP) could play a role. ICP is based on the concept of interculturalism, which goes further than the widely held idea of multiculturalism in planning practices. While multiculturalism often emphasizes the coexistence of different cultural groups, interculturalism stimulates interaction and dialogue between those groups. It sees cultural diversity as an advantage and promotes inclusivity and diversity (Wood & Landry, 2008). ICP translates these principles into the field of urban planning. It seeks to design and govern urban development in such a way that reflect and respond to the diverse needs and wishes of all residents. To achieve this, ICP makes use of participatory methods, multilingual communication, cultural competence, and culturally sensitive policy frameworks.

In the Netherlands, there is a long tradition of spatial interventions at the neighbourhood scale in which citizen participation is prioritized. Since the turn of the millennium, the Dutch government has developed national policies to stimulate and support citizens in taking their role and responsibility (De Wilde & Duyvendak, 2016). A recent development is the implementation of the Environment and Planning Act in January 2024. This national law makes it mandatory for local governments to include resident participation in processes related to the physical environment (Ministry of General Affairs, 2023). Municipalities have integrated participatory governance approaches into two domains, community development and planning and policy-making processes (Verloo, 2023). This participatory governance, in theory, aligns with the principles of ICP as it promotes inclusion and engagement in decision-making. However, in practice, participation remains unequally distributed, resulting in the fact that most of the time the same residents are participating and not everybody's wishes are considered (Engbersen et al., 2015).

A city that highly values the inclusion of its residents is Amsterdam. Amsterdam has a history of housing diverse cultural groups. The city offers a place where people feel free, where they can be themselves and which is therefore attractive to new migrants (Municipality of Amsterdam, n.d.). The ambition of being inclusive is reflected in their policies in which they focus on combating

discrimination and ensuring that every resident of Amsterdam can participate in society. This means participating in daily life practices, as well as involvement in bottom-up decision-making regarding the built environment. However, the level of inclusion does not meet the desired standards. A case study of Amsterdam conducted by Hoekstra and Dahlvik (2018) highlights that bottom-up initiatives do not always align with residents' perspectives on diversity and participation. The research shows that collaboration between active residents and institutional actors can become strained when residents seek more recognition. In theory and ideally, these relationships are based on complementarity, while in reality residents do not experience them as equal relationships.

These tensions reflect a broader critique of participation policies that stimulate active citizenship and community involvement without the actual transfer of power to residents (Teernstra & Pinkster, 2015). However, Cornwall (2008) argues that the process and outcomes of participation strongly depend on how an initiative is organised and how it is embedded within broader governance structures.

This research is part of a broader PhD research project by Lennert Werner, which explores ICP and inclusive resident participation in urban planning across multiple cities and countries. It focuses on the role of residents in housing and public space (re)development to understand how residents with varying backgrounds can be better included in processes of decision-making. By combining insights from multiple case studies, the research project aims to examine how cultural diversity is approached, what the barriers are to participation, and how to improve the current approach. The final goal is to develop an ICP toolkit that can be used worldwide by urban planners to improve urban policies and planning practices to achieve more inclusive resident participation.

As a contribution to this larger research project, this research explores how the principles of ICP can contribute to inclusive governance and participation in urban regeneration projects. It does so by looking at the urban regeneration projects of the Wildemanbuurt and the Ruyschaverkwartier, both located in the Nieuw-West city district of Amsterdam, of which the latter is a section within the neighbourhood Wegener Sleswijkbuurt. In these two neighbourhoods, long-term regeneration projects are planned that will have significant impacts on the living environment and its residents. By comparing the two projects, multiple insights will be obtained regarding the different ways resident participation and cultural diversity are approached and experienced in practice.

Zooming in on the context of Nieuw-West, the district is experiencing urban problems. The physical quality of the houses is poor, as they are outdated, have mold problems, and have low scores on sustainability labels. In addition, there is low social cohesion, polarization, and lack of mutual understanding between different population groups (Municipality of Amsterdam, 2022). The municipality has responded with large-scale urban regeneration projects in order to make the city district attractive and liveable again.

However, the current challenges cannot be separated from the diversity of the district, as over seventy percent of the residents have a migration background (Municipality of Amsterdam, 2023b). This makes Nieuw-West a multicultural district. As mentioned, cultural diversity can be seen as an advantage, however, diversity can also create social problems in a neighbourhood. Denying differences can lead to inequality, exclusion, or racism (Municipality of Amsterdam, 2022). This multicultural and complex context makes the two neighbourhoods in Nieuw-West interesting cases for examining how ICP can play a role in making urban regeneration more inclusive.

1.2 Research problem & research objective

Although more attention has been paid to the role of residents in urban regeneration projects in recent decades, examples from practice shows that this does not automatically lead to inclusive or representative decision-making. Firstly, the research by Ferilli et al. (2015) indicates that only select groups of residents participate in urban regeneration. These are often residents with higher levels of education, good communication skills and a great understanding of the municipality's organisation. As a result, voices of other resident groups are insufficiently heard during decision-making, raising questions about the representativeness of participation processes. Secondly, neighbourhoods with greater cultural diversity often show lower levels of participation, as residents experience additional barriers to be involved. Differing cultural norms and values, languages, and expectations regarding the roles of residents and municipalities can act as barriers to involvement. Therefore, the design of participation processes cannot be applied in the same way to every neighbourhood. Culturally diverse neighbourhoods require a more culturally sensitive approach. In addition to these two challenges, there is a broader critical view of the symbolic nature of participation. While residents are asked and invited to participate, the final power to make decisions often lies with the local municipality.

These described challenges in resident participation form the starting point for this research. The main research goal is to explore how the principles of ICP can contribute to the development of more inclusive forms of governance within urban regeneration projects. Inclusive governance, in this research, is seen as a system of decision-making where all residents can have their say in decision-making about their neighbourhood. In order to achieve this goal, the urban regeneration projects of the Wildemanbuurt and Ruychaverkwartier in Amsterdam Nieuw-West are examined. Within these two case studies, the research first aims to map out what the renewal projects exactly entail, and which actors are involved. Subsequently, the study aims to examine the extent to which current policies and legal frameworks on participation and inclusivity include the principles of inclusive governance. Through dialogues with different actors the research aims to gain insights how these policies and frameworks are translated and experienced in practice. In particular, this study focuses on residents who normally do not participate in participation processes or they who are hard to reach. It hopes to find out what their barriers to participation are. Based on these diverse insights, the research aims not only to identify bottlenecks, but also to provide recommendations to municipalities on how they can improve their approach to achieve more inclusive participation, ultimately contributing to the empowerment of residents. The lens of ICP, used in this research, explicitly addresses the identified gaps in participation practices and provides a framework that is still absent in academic literature. Moreover, a particular method, photovoice, is used in this research to collect data through intercultural dialogue, which aligns with the principles of ICP.

1.3 Research questions

Based on the research aim, the following main research question has been formulated:

How can an inclusive governance approach, guided by the elements of InterCultural Planning, be valuable to resident participation in the regeneration processes of the Amsterdam neighbourhoods Wildemanbuurt and Ruychaverkwartier?

To address the main research question, five sub-questions have been formulated. The first sub-question relates to the context of the cases that will be studied. The second sub-question examines the degree to which existing policy frameworks emphasize an inclusive governance approach. The third and fourth sub-questions focus on the perceptions of inclusivity within resident participation, as experienced by civil servants, housing corporations, residents and resident committees. The fifth and final sub-question aims to connect the findings of the second, third and fourth sub-questions and to identify opportunities for the municipality to adopt a more inclusive governance strategy, specifically guided by the elements of the ICP framework. This final sub-question directly contributes to providing an answer to the main research question.

Sub-questions:

- What are the current plans for the regeneration in the Wildemanbuurt and Ruychaverkwartier, and how was the participation process designed?
- To what extent do current policy frameworks on participation and inclusivity of the Municipality of Amsterdam align with the principles of an inclusive governance approach?
- How do civil servants and housing corporations perceive and ensure inclusivity in resident participation processes during the regeneration of the Wildemanbuurt and Ruychaverkwartier?
- How do residents and resident committees of the Wildemanbuurt and Ruychaverkwartier experience participation in the regeneration processes?
- What opportunities exist for improving inclusiveness in a governance approach and how can the principles of InterCultural Planning contribute to this in both neighbourhoods?

1.4 Scientific relevance

Resident participation is a theme that has been extensively researched within the context of urban planning and development. Based on the general idea that engagement of residents has a positive influence in the outcomes of planning practices, numerous studies have been published in recent decades on the organisation, role and challenges of participation (Campbell & Marshall, 2000; Nienhuis et al., 2011; Parés et al., 2012; Ferilli et al., 2015).

However, within the broad available literature on participation, little attention has focused on how the increasing cultural diversity in cities affects urban planning (Pemberton, 2017). Earlier research shows that mainly white, older, higher educated and male citizens are overrepresented, while ethnic minorities, younger and lower educated people, and women are often underrepresented or excluded (Tonkens & Verhoeven, 2018). Traditional approaches fall short in terms of inclusiveness and fail to reflect the diversity of the neighbourhood they aim to serve (Pemberton, 2017).

The concept of ICP emerges as a promising response to this challenge. It builds up on the already existing literature about multicultural planning. Interculturalism moves beyond simply acknowledging the presence of diverse cultural groups in neighbourhoods, it adopts a broader

perspective to facilitate dialogues and interactions between diverse groups (Agyeman & Erickson, 2012).

Although this turn towards interculturalism is not something completely new, the concept is still little understood, and its theoretical application in practice is unclear (Elias & Mansouri, 2020). Zapata-Barrero (2015) has confirmed this statement by arguing that a political theory which adopts interculturalism and could potentially inform policymakers is not yet developed. In Canada, more research has been done on interculturalism, and in Quebec, the model of interculturalism is leading in politics dealing with diversity (Safdar et al., 2023). However, in Europe, the research field of interculturalism is still developing (Zapata-Barrero, 2015). This study aims to contribute to the growing body of scientific knowledge on interculturalism in Europe, and more specifically within the Dutch context.

Furthermore, this research will add new findings about the case of participation and inclusivity in Amsterdam Nieuw-West. The research conducted by Hoekstra and Dahlvik (2018) compared participation practices in a neighbourhood in Vienna and in the Dutch neighbourhood Slotermeer-Noordoost. Their study showed that participatory initiatives have the potential to improve social cohesion, but the success mainly depends on the design of these initiatives. Additionally, the research concluded that while municipalities perceive their interactions with residents as complementary, residents themselves do not share this perception. Therefore, their research suggested that a critical view is needed on how policies are formulated, ensuring that they do not support existing power imbalances (Hoekstra & Dahlvik, 2018). By critically analysing the municipal policies on inclusivity and participation in the document analysis and comparing these findings with the experiences of residents, this research aims to provide a deeper understanding of the challenges and opportunities for inclusive urban regeneration in Amsterdam Nieuw-West.

1.5 Societal relevance

This research is socially relevant in multiple ways. First, municipalities in the Netherlands have become legally obliged to include participation in decision-making processes concerning the physical environment, due to the implementation of the Environment and Planning act. While municipalities, including the municipality of Amsterdam, are actively looking for ways to design participatory processes that engage residents, in practice this remains a challenge. Residents in Amsterdam Nieuw-West feel ignored and marginalized by the municipality (Municipality of Amsterdam, 2022). Applying an intercultural perspective and striving the core principles of ICP, reducing discrimination, recognizing diversity and stimulating interactions and dialogues, can offer municipalities a new perspective on their current participation processes to explore how these processes can be shaped more inclusively.

A key concept of ICP in achieving an inclusive and representative participation, is the development of cultural literacy. Cultural literacy is seen as a vital skill for professionals in planning and built environment, however *“professional bodies generally lack the necessary skills and have had insufficient training to overcome the reluctance to engage in what is a relatively new area of expertise”* (Cantle, 2012, p.209). Increasing the cultural literacy, will lead to greater knowledge about the relevant cultures coexisting in the neighbourhoods. Resulting in more understanding and valuing of the diverse cultural backgrounds. Consequently, policies and urban regeneration projects developed by a culturally literate civil servant, are more likely to align with the wishes of its residents and will improve the neighbourhood. Agyeman and Erickson (2012) assert that the question is not whether cultural competency should be integrated into urban planning, but rather, how it should be integrated: *“We believe that it is not a question of “should”*,

but "how should" these cultural competency themes [...] be integrated?" (p.362). This research addresses this question by exploring the extent to which the municipality is already integrating cultural competencies and where opportunities lie to improve the integration of cultural competencies into the planning process. This will in turn contribute to more mutual understanding and strengthen the relationship of trust between the residents and civil servants.

Moreover, not only does this research contribute to planning practices of the municipality but will also include residents that are often excluded from the participation process. This is achieved through a research strategy that goes beyond traditional research approaches by incorporating photovoice as a strategy to engage marginalised residents, residents that are often excluded from the participation process. Photovoice allows residents to express their voice through visual storytelling, giving them an active role in shaping the narrative of their neighbourhood's regeneration. By integrating their voices in this way, the research facilitates more inclusive and equitable participation processes, which takes a wider range of concerns into account. This not only empowers residents but also provides civil servants with deeper and more representative insights.

The findings of this research will not be limited to Amsterdam Nieuw-West. As many cities become increasingly diverse, there is a growing need for planning approaches that are sensitive to cultural diversity. This research will provide valuable knowledge for other municipalities seeking to realise more inclusive resident participation.

1.6 Outline

In this first chapter, the context and reason of the research are described, from which the research goals, questions and relevance are formed. In Chapter 2, the main theoretical concepts are described based on scientific literature and operationalised into a conceptual model. Chapter 3 presents the methods that were applied in this research. This chapter explains how the research approach and strategy were determined in order to be able to answer the research questions. Besides that, it pays attention to the implications of the chosen strategy on the validity and reliability of the research.

Chapter 4 provides context information on the two cases that are central to this research. This chapter shows the policy context, geographical demarcation and relevant numbers and facts about the neighbourhoods studied. In addition, the regeneration plans are described in detail, with attention to the design of the participation process. In Chapter 5, the results of the document analysis, semi-structured interviews, observations and photovoice project are presented. At last, in Chapter 6, the main research question is answered in the conclusion, which is followed by a reflection of the research and recommendations for the praxis and future research.

2. Theoretical Framework

In this chapter, the main concepts related to the research questions are discussed. In the last paragraph, the concepts are combined into a conceptual model and operationalised.

2.1 Urban regeneration

The concept of urban regeneration can be interpreted in many ways and is dependent on the local context in which the concept is being studied. Because of policy changes over the years, the local terminology has been changed and assigned different meanings (Scanlon & Whitehead, 2008). In the UK, in the 1970s, the term was used as a synonym for policy terms such as 'urban renewal' and 'redevelopment', and by the 1980s, it became the standard term for a comprehensive approach of place-based interventions aimed at addressing urban decline in economic, social and physical terms at a specific moment in time (Roberts et al., 2016; McCartney et al., 2017). In the Netherlands, the concept of *stadsvernieuwing* of the 1970s and 80s was used for physical improvements of old housing for low-income people, and a slightly different term, *stedelijke vernieuwing* was used in the mid-1990s and 2000s for integrated renewal of mainly post-war areas for mixed incomes (Scanlon & Whitehead, 2008). In scientific literature nowadays, different terms are being used to refer to the process of changing cities, such as urban restructuring, neighbourhood renewal, housing renewal and neighbourhood approach (Wassenberg & Can, 2024). This research follows Wassenberg and Can (2024) and does not distinguish between these terms.

A common and widely used definition among scholars is that of Roberts et al. (2016). They define urban regeneration as follows:

"Comprehensive and integrated vision and action which seeks to resolve urban problems and bring about a lasting improvement in the economic, physical, social and environmental condition of an area that has been subject to change or offers opportunities for improvement" (Roberts et al. 2016, p. 13).

Urban regeneration is not always a reactive measure to changed circumstances. In some cases, it is used as a proactive strategy to prevent potential problems that might occur, such as a decline of industry, or to improve the design of a neighbourhood (Roberts et al., 2016).

Even though urban problems have often similar causes, and past solutions can provide useful guidance, effective solutions should be specifically designed for the urban context in question (Roberts et al., 2016).

Kleinhans (2012) emphasizes that urban regeneration policies include a strong housing policy component and distinguishes two types of policies. The first type of policy focuses on attracting and retaining residents by implementing a variety of measures that should improve the physical infrastructure and buildings. These types of policies often utilize housing programs to change the housing stock, not only through improvements to existing housing, but also through demolition, conversion, the sale of social rented housing, or the construction of new housing. These strategies aim to create greater variation within the housing stock. The second type of policies focuses on residents and not on the built environment. It uses incentives, such as housing vouchers, to relocate certain residents from the neighbourhood to less deprived areas (Kleinhans, 2012).

2.2 Resident participation

Involving residents is increasingly seen as an essential part of urban regeneration projects (Nienhuis et al., 2011). This is based on several motivations. First, resident participation has become mandatory by many governments; in the Netherlands, this is the case with the introduction of the Environmental and Planning Act (Ministry of General Affairs, 2023). Applying participation in urban regeneration fits the ideological image of a democracy and ‘good governance’. Second, knowledge from within the neighbourhood itself is very useful for implementing interventions that meet the needs of the specific neighbourhood. Furthermore, resident participation ensures legitimacy and smooth implementation of policies in the neighbourhood. With these arguments, participation is seen as an effective and efficient strategy for urban regeneration (Teernstra & Pinkster, 2015). On the other hand, resident participation can also be seen as a goal in itself. The literature suggests that participation brings benefits to the local community. For example, it contributes to social cohesion and solidarity among residents. Besides that, it provides opportunities for residents to gain knowledge and skills (Teernstra & Pinkster, 2015).

In the field of urban regeneration Nienhuis et al. (2011) distinguishes two forms of participation. The first form refers to participation in planning processes, in which residents are part of the processes of policy formation and implementation. The second form is social participation, in which residents are part of social networks in and outside the neighbourhood. The research of De Graaf et al. (2014) recognises these two forms of participation and brings these two forms together in a third mode of participation, discourse on citizenship. The research argues that citizenship is a requirement for participation, however when the other two forms of participation are optimised, it can also be the result of participation (De Graaf et al., 2014).

This study will focus mainly on the first form, as the research question focuses on the involvement of residents in the plans for urban regeneration. However, this research does not negate the fact that social participation and citizenship play a role, as described earlier, participation also contributes to the empowerment of local residents.

A definition of resident participation that aligns with this first form is the definition of Karic (2024). She defines participation in urban planning as *“the consideration of the community’s voices as part of civil society or specific stakeholder groups at each stage of the planning and decision-making process”* (Karic, 2024, p.483).

2.2.1 Participation frameworks

In general, the term participation is used as a collective term for the different ways that residents can be engaged. In these different forms, residents also have different influence and power to participate in decision-making. A classic and well-known model is the Ladder of Citizen Participation, developed by Arnstein (1969). The framework points out the division of power to empower marginalised residents excluded from decision-making (Antwi et al., 2025). It does so by presenting eight steps, each with a form of participation. At the bottom of the ladder is government manipulation, where residents have no influence at all. The highest step represents citizen control, where citizens hold all the power themselves and make their own decisions (Arnstein, 1969).

A more recent framework on participation is the Spectrum of Public Participation developed by IAP2 (International Association for Public Participation). In this spectrum five levels of participation are distinguished: inform, consult, involve, collaborate and empower. The spectrum

is used in the scientific field as an analytical framework to analyse participation processes. Besides that, it is a commonly used framework in practice, as it provides decision-makers with guidance on the actions needed to meet the goals, while clarifying the residents’ role and influence in the decision-making process (Antwi et al., 2025). This model distinguishes itself from Arnstein’s ladder by placing the different forms of participation horizontally next to each other rather than hierarchically as shown in Figure 1. The lowest level, informing, does not necessarily have to be wrong, as in some cases, it is more appropriate to simply inform residents, rather than involving them in a time-consuming process. However, the framework acknowledges that a higher impact of residents on decisions stimulates conflict resolution, critical thinking and generating ideas through collaboration (Antwi et al., 2025).

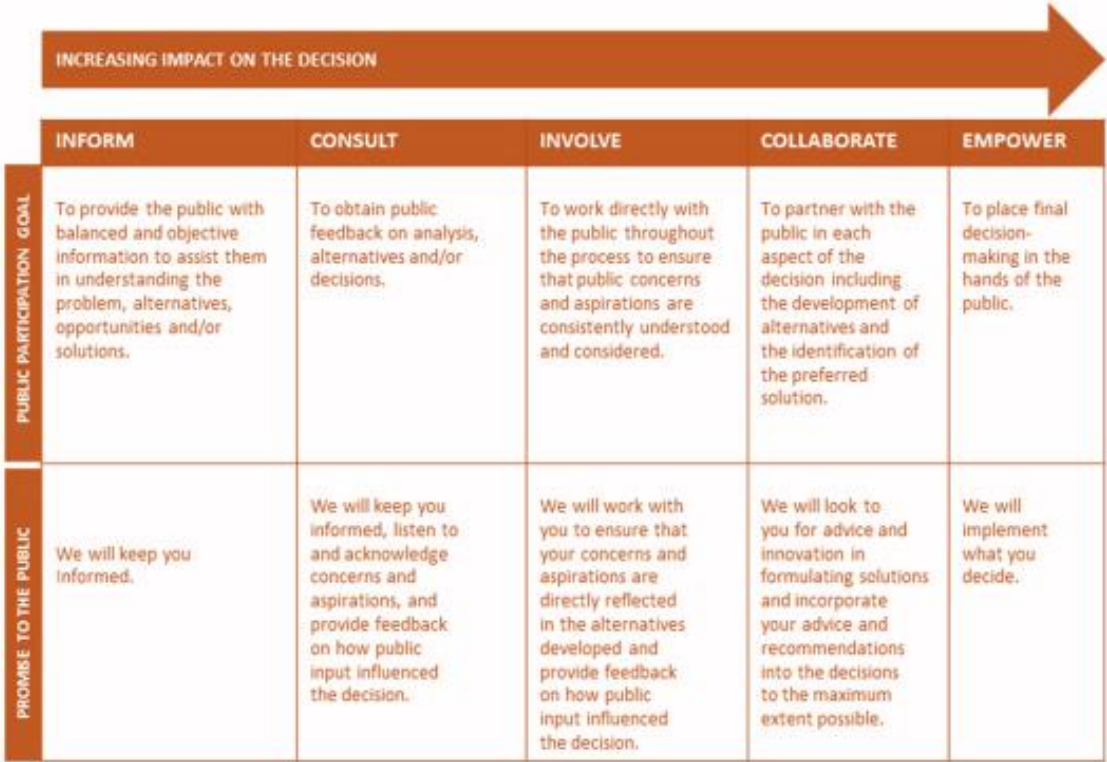


Figure 1: Spectrum of Public Participation developed by IAP2 (Antwi et al., 2025).

2.2.2 Collaborative governance and co-creation

As became clear in the introduction, governments are shifting their approach towards more participatory forms of policy-making. This evolution in the relationship between governments and residents is described by Foth (2017) and illustrated in Table 1. In this shift, governments are striving for “real participation” by applying forms of participation in which residents have more influence and are positioned higher on the ladder of Arnstein (Nienhuis et al., 2011). The role of governments has shifted from administrator to collaborator, while the role of residents has evolved from “passive” residents towards “active” residents (Foth, 2017).

Table 1: The evolution of the relationship between city governments and residents (Foth, 2017)

	City Government	Residents
Cities 4.0	Collaborator	Co-creator
Cities 3.0	Facilitator	Participants
Cities 2.0	Service Provider	Consumers
Cities 1.0	Administrator	Residents

Closely related to this are the concepts of collaborative planning and co-creation. In collaborative planning, a participatory and deliberative approach is adopted to manage public issues through inclusive, sincere, truth-seeking and interactive communication (Zhou et al., 2024). Furthermore, the input of the local community is seen as important, as they are regarded as the “local experts” rather than the urban planner or civil servant. To capture the diverse perspectives within the local community, it is necessary to ensure the inclusive representation of stakeholders (Nienhuis et al., 2011).

Co-creation goes a step further than collaborative planning processes by encouraging continuous, active collaboration among diverse stakeholders. A widely used definition of co-creation is provided by Ansell and Torfing (2021): *“the process through which a broad range of interdependent actors engage in distributed, cross-boundary collaboration in order to define common problems and design and implement new and better solutions”* (p.6). In the context of urban regeneration, co-creation removes hierarchies between municipalities, housing corporations and residents. Instead of top-down or bottom-up processes, all stakeholders are equally involved and collaborate in decision-making. However, local officials often struggle to put the potential of co-creation into practice (Leino & Puumala, 2020).

The study by Leino and Puumala (2020) examined how co-creation can contribute to resident participation in urban regeneration and what the benefits are for residents. Firstly, it offers more space for creativity than what is possible during traditional information meetings. Additionally, residents have the opportunity to share their knowledge and identify points of concern that are important to consider when developing a plan. This, in turn, can lead to tangible outcomes in which resident input has genuinely been acted upon. As co-creation methods bring residents together, they can contribute to a sense of community and connection with the neighbourhood (Leino & Puumala, 2020).

However, the study also raises some critical notes. As long as the accessibility of co-creation is not addressed, the same people will participate, and it remains a barrier for residents with, for example, less knowledge, language skills, or time. Furthermore, co-creation faces institutional barriers; within the existing bureaucratic structures with predetermined goals and procedures, it is difficult to apply co-creation methods. Lastly, co-creation is not only time-consuming for residents, but also for civil servants (Leino & Puumala, 2020).

2.3 From multiculturalism to interculturalism

Resident participation is not only considered as an instrument for effective and efficient urban regeneration, but it also plays a role in the inclusion of residents in culturally diverse neighbourhoods. The way municipalities deal with cultural diversity influences the design of participation processes. In the following paragraph, the shift from a multicultural to an intercultural approach is further explained.

2.3.1 Multiculturalism

'Multicultural' and 'multiculturalism' are two different concepts. However, they are closely connected. The word 'multicultural' refers to diversity. In multicultural places, people of different cultural or ethnic backgrounds live together. The word 'multiculturalism' is a normative approach as a response to diversity (Marotta, 2006; Safdar et al., 2023).

In scientific literature, there is no single meaning given to multiculturalism (Fincher et al., 2014). Multiculturalism consists of several characteristics. Berry (2016) and Safdar et al. (2023)

distinguish three components. The first characteristic of multiculturalism is that it is demographic in the sense that multiculturalism emphasizes that there are differences in a society, for example concerning language, culture or religion. The second property relates back to how diversity is viewed from a political perspective. This involves legislation that supports that all different groups can participate in society and promotes tolerance of different identities (Vertovec, 2007). The third characteristic is that multiculturalism is seen as a set of ideals, and it recognizes the value that diversity brings, diversity is seen as an advantage. It can contribute to creativity and social justice (Van der Horst & Ouwehand, 2011).

One of the founders who linked multiculturalism with urban planning is Qadeer. He has conducted extensive research on multiculturalism in Canada. In 1988, Canada was the first country in the world that adopted a multiculturalism policy into law, focusing on the right to preserve cultural heritage and ensuring equality for all individuals (Government of Canada, 2024). Qadeer (1997) argues that multiculturalism impacts urban planning in two ways. First, planning policies and standards are often based on dominant cultural values, which can result in cultural bias and policies that do not align with the wishes and needs of diverse individuals and groups. Second, multiculturalism recognizes the legitimacy of ethnic neighbourhoods and enclaves, which results in spatial concentrations. Spatial concentrations raises questions about the internal structure of a city, as well as the openness and equal access to its neighbourhoods (Qadeer, 1997).

To address these issues, Qadeer (1997) calls for a pluralistic planning approach instead of a uniform ideology. Therefore, planners must be sensitive to the diverse wishes and needs of individuals and groups, citizens should be involved in the planning process, and special attention should be given to minorities in decision-making bodies. Including a wide range of cultural diversity ensures the appreciation of cultural differences in decision-making.

In later work, Qadeer and Agrawal (2011) further developed this perspective by framing the city as a “common ground”. *“Urban planning plays both sides of multiculturalism. It is expected to meet the culturally defined needs of diverse groups and reconcile them with the common ground of space, environment, and provision of services and facilities”* (Qadeer & Agrawal, 2011, p.139). This means that cultural differences cannot be accommodated unconditionally, but must be balanced with broader societal goals.

2.3.2 Limitations of multiculturalism

Despite the idea that multiculturalism recognizes the value of cultural diversity, multiculturalism has come under criticism in the 21st century. By recognizing the values of diversity, multiculturalism encourages groups to maintain their own culture and identity, resulting in groups continuing to live separately and there is less interaction among diverse groups. Whereas Qadeer primarily highlights this a planning challenge, other scholars argue that such separations can undermine social cohesion rather than strengthening it (Kymlicka, 2010; Colombo, 2015). With the preservation of cultures as a value, multiculturalism sustains unequal existing power relations within cultures themselves, and they are even reinforced (Kymlicka, 2010). Colombo (2015) and Timsina (2024) argue that this affects women in particular.

To overcome these limitations, inclusivity can be a valuable addition to multiculturalism. Inclusion can be seen as both a concept and practice. It is the process in which individuals, groups and societies actively view and emphasize diversity as a valued property (Ferdman, 2017). Everybody should be able to fully participate and contribute to the larger collective. Just as

multiculturalism, inclusion values diversity among groups, however, it takes a broader view by encouraging intersectionality (Ferdman, 2017).

2.3.3 Interculturalism

While inclusivity complements multiculturalism by encouraging active participation and recognizing intersectionality, it does not fully address all its limitations. It lacks mechanisms to promote interaction and dialogue between diverse groups. This is an issue that interculturalism seeks to resolve. Interculturalism builds on the elements of multiculturalism and inclusivity, while addressing their criticisms. Central to interculturalism is communication (Meer & Modood, 2011). This is reflected in the following definition formulated by Wood et al. (2006):

"The intercultural approach goes beyond equal opportunities and respect for existing cultural differences to the pluralist transformation of public space, institutions and civic culture. It does not recognize cultural boundaries as fixed but in a state of flux and remaking. An intercultural approach aims to facilitate dialogue, exchange and reciprocal understanding between people of different backgrounds" (Wood et al., 2006, p.9).

Meer and Modood (2011) critically reflect on this definition and question the extent to which incorporating communication distinguishes interculturalism from multiculturalism. Wood et al. (2006) argue that multiculturalism is about recognizing and valuing cultures, but that multicultural places are not freely accessible for everyone. For interculturalism, this is a precondition, by creating open places interculturalism can develop.

2.4 InterCultural Planning

Building on the principles of interculturalism, ICP can be seen as the practical application of these principles in the context of urban (re)development. White (2018) argues that while intercultural cities work towards the same fundamental goals and ambitions as other cities in general, such as reliable public services, sufficient and affordable housing, employment, safety and social cohesion for their residents, they distinguish themselves by their approach to reaching these goals and ambitions. The crucial difference can be found in how they deal with diversity. Cities without an intercultural approach mainly acknowledge diversity through cultural events, but intercultural cities go a step further. They acknowledge that immigrants and minorities often face systemic discrimination and focus on actively combating it. Furthermore, they place a strong emphasis on facilitating and maintaining interactions between diverse cultural groups (Wood & Landry, 2008; White, 2018). According to White (2018), recognizing diversity, reducing discrimination and promoting interactions and dialogues are the three fundamental elements for cities to incorporate an intercultural approach. White defines an intercultural city as follows:

"An intercultural city is a city that makes deliberate use of the diversity and antidiscrimination paradigms in order to facilitate long-term, constructive interactions between citizens of diverse origins" (White, 2018, p. 28).

This proactive and interaction-driven approach requires a governing structure that actively incorporates these elements to be inclusive. This is where inclusive governance plays a crucial role. Without adopting an inclusive governance approach, there is a risk that ICP remains a top-down initiative, failing to address the systemic barriers that prevent marginalized residents from participating in urban regeneration. To bring scientific knowledge about ICP into practice, Werner et al. (in-press) developed a holistic framework (Figure 2). This framework merges related ICP topics into four main elements, each with its own sub-components. It provides scientists with the

opportunity to explore the underlying relationships between the themes in greater depth. Moreover, it can be used as in practice as a roadmap for spatial planners for identifying which components require more attention in a specific city or local context (Werner et al., in-press). In this research the focus lies on the following three elements: (Community) Participation, Governance and Multilingualism/Multiculturalism and Policy and Legal Frameworks, and how these are related.

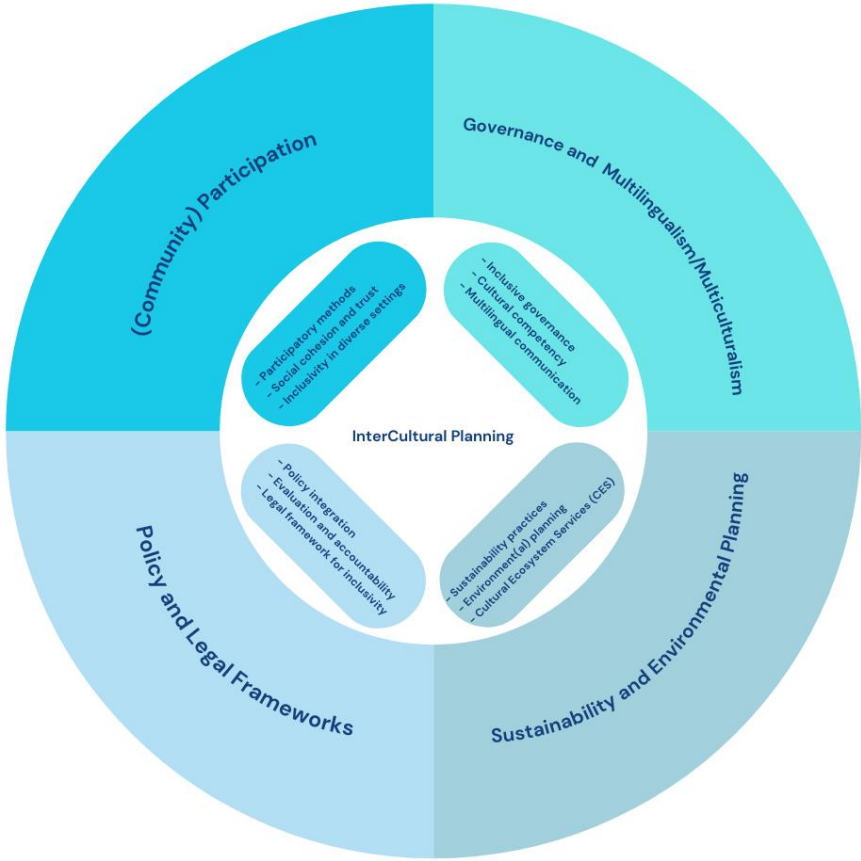


Figure 2: The Integrative ICP framework and its components (Werner et al., in-press)

2.4.1 Inclusive governance

To understand what is meant by inclusive governance, it is first important to deconstruct the terms ‘inclusive’ and ‘governance’ and discuss governance separately. Governance extends beyond ‘government’ (OECD, 2020; Sánchez-Soriano et al., 2024). *“It embodies the set of institutions or rules of the game, both formal and informal, that shape access to and participation and influence in political structures and processes; including parliaments, public sector organisations, electoral processes, legal systems and institutions”* (OECD, 2020, p.14).

The World Bank (2017) defines governance as follows: *“Governance is the process through which state and non-state actors interact to design and implement policies with a given set of formal and informal rules that shape and are shaped by power”* (The World Bank, 2017, p. 41). This definition focuses on how decisions are made, policies are implemented and the organisation itself, instead of focusing on the outcomes. It is a dynamic concept that forms the relationship between state and society (OECD, 2020).

To improve social inclusion in governance, adopting more participatory and transparent approaches is essential. Inclusive governance offers an approach to meet the needs of diverse groups and communities (Sánchez-Soriano et al., 2024). The OECD (2020) distinguishes two areas where inclusion can be found. The first is process-based inclusion, which focuses on the decision-making process: how are decisions made, who is included and whose perspectives are valued. It analyses how the interactions between the actors shape the nature and quality of decisions and their implementation. The degree of inclusivity of a governmental organisation is based on the extent to which traditionally marginalised groups and individuals are empowered not only to engage, but also to exert influence in political processes. The second form is outcome-based inclusion, which focuses on who benefits from the decisions made and how the outcomes are distributed, whether equitably or not (OECD, 2020).

In the context of ICP, and returning to the fundamental principles of White and the ICP framework, adopting participatory methods in decision-making is a key element. Participation in urban planning is related to recognition of various cultural groups (Ganji, 2018). Community participation is, within ICP, a highly valued form of participation. Community participation stimulates active engagement of citizens in decision-making regarding their living environment. It also stimulates a sense of ownership and responsibility among residents (Sánchez-Soriano et al., 2024).

However, community participation alone is not sufficient to be inclusive at the municipal level. The intercultural dialogue is an important aspect of ICP and is closely linked to inclusive governance. In multicultural urban environments, it is challenging for civil servants to be informed of every culture they serve. Intercultural dialogue facilitates the exchange of cultural knowledge, increases mutual understanding between different groups and the municipality (Wood & Landry, 2008). By actively incorporating intercultural dialogue into governance structures, municipalities can create more inclusive decision-making processes.

In facilitating dialogue and fostering mutual understanding, cultural literacy is a key concept. This does not involve factual knowledge about cultures, that type of knowledge can actually lead to stereotyping, as it is based on a general image applied to a person, whereas the focus should be on the individual themselves. Instead, when culture is seen as a social construct, then knowledge is gained in increasing the ability to understand others through open communication and exchange (Abdallah-Preteceille, 2006). Wood and Landry (2008) describe cultural literacy as *"the ability to read, understand and find the significance of diverse cultures and, as a consequence, to be able to evaluate, compare and decode the varied cultures that are interwoven in a place"* (Wood & Landry, 2008, p.250). Cultural literacy is an essential skill, especially for urban planning professionals (Cantle, 2012). In practice, however, professional bodies appear to lack these skills. The methods for developing this skill exist, but their application is lacking according to Cantle (2012).

While focusing on the intercultural dialogue, less attention has been paid to language, in particular to multilingualism (Verhasselt, 2024). In the ICP framework, multilingualism is included as one of the core themes. Research in the United States showed that in cities with more than 250.000 inhabitants, 67% of the population experiences language barriers, leading to non-participation (Moulder & O'Neill, 2009). Therefore, it is important to provide communication not only in the language of the country, but also in the languages spoken by the residents.

2.5 Conceptual model & Operationalisation

Figure 3 presents the conceptual model that guides this research. It provides a clear overview integrating the theoretical concepts of this research.

The researcher’s vision is that, in an ideal world, governments would employ a governance approach founded and guided by the clusters of the ICP framework by Werner et al. (in-press), making the governance approach as inclusive as possible. This inclusive governance approach then ensures that, in resident participation in urban regeneration, all residents, regardless of their (cultural) background, have the opportunity to influence the development of their neighbourhood.

The arrow on the right side of the conceptual model indicates how this will be examined in this research. The two regeneration projects, with their focus on resident participation, will be evaluated using the three clusters of the ICP framework. This evaluation will determine where there is room for improvement in the application of the three clusters in the governance approach, which could then be applied in practice when involving residents in urban regeneration.

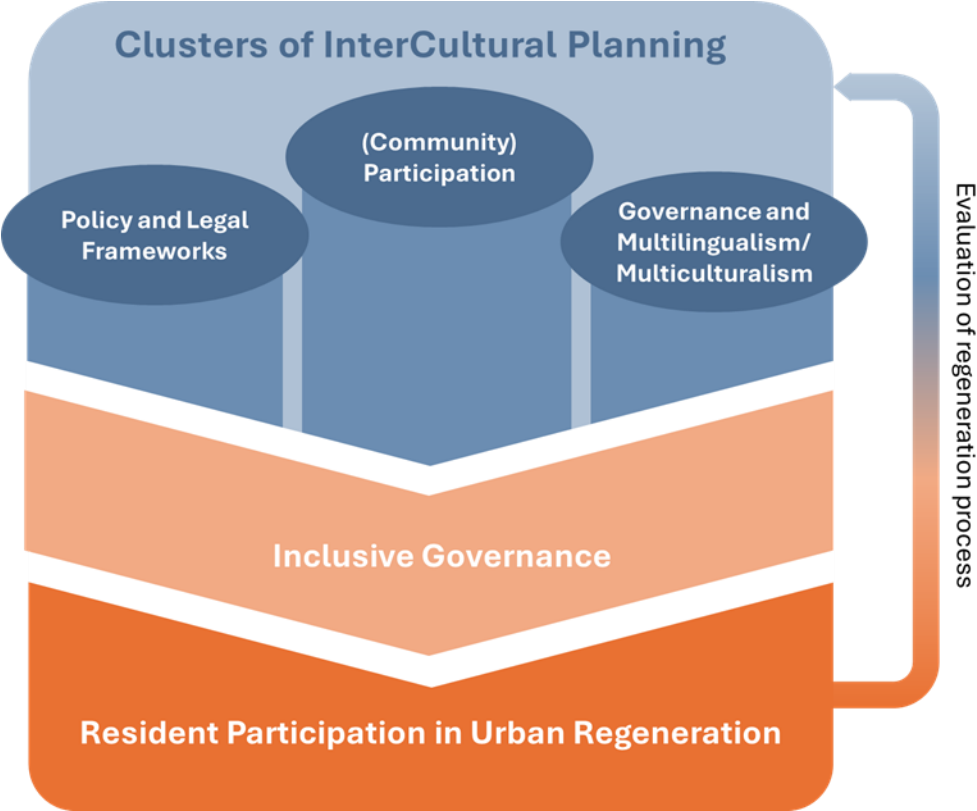


Figure 3: Conceptual model (Own work, 2025)

In Table 2, the key concepts of this research are operationalised. Operationalisation helps to translate theoretical concepts into observable or measurable entities in the real world (Van Thiel, 2014). In a systematic way, the key concepts are identified, divided into variables, and for each variable an indicator is assigned based on the literature review.

Table 2: Operationalisation of theoretical concepts (Own work, 2025)

Concept	Variable	Indicator
InterCultural Planning (Urban) Planning	Spatial planning inclusivity	Consideration of different (cultural) needs and wishes in physical planning
	Community-based collaboration	Involvement of neighbourhood organisations, informal networks, residents
	Long-term visioning	Planning with the future in mind (sustainability, demographic changes etc.)
<i>Policy and Legal Frameworks</i>	Policy integration	Alignment of policies between different policy domains and departments
	Evaluation and accountability	Monitoring and evaluation mechanisms, feedback to residents
	Legal framework for inclusivity	Laws, policies and regulations supporting accessibility and representation
<i>(Community) Participation</i>	Participatory methods	Use of different participatory methods
	Social cohesion and trust	Level of trust between residents and institutions
	Inclusivity in diverse settings	Adaptation of participatory
<i>Governance and Multilingualism/ Multiculturalism</i>	Inclusive governance	<i>Is explained as separate concept</i>
	Cultural competency	Knowledge of different cultures and perspectives, wishes
	Multilingual communication	Use of different languages, visual images, accessible formats
(Inclusive) Governance	Inclusion	Proces-based inclusion Outcome-based inclusion
	Transparency	Openness of communication towards residents
	Distribution of power	Influence in decision-making, availability of knowledge, access to resources
Resident participation	Degree of influence	Inform, consult, involve, collaborate, empower
	Inclusiveness of participation	Representation of residents (age, ethnicity, culture, etc.)
	Forms of participation	Surveys, meetings, small group discussions, design workshops etc.
	Factors influencing (non-) participation	Reasons to participate or not (knowledge, time, spoken languages, interests, other priorities etc.)
Urban regeneration	Type of interventions	Physical, social and/or economic interventions
	Objectives of regeneration	Improvement of housing quality, safety, liveability
	Stakeholders involved	Municipality, housing corporations, residents, social organisations, etc.

3. Methodology

In this chapter methodological choices for conducting the research are explained. The research philosophy, strategy, data collection and analysis of the research were aligned to answer the formulated research question; *How can an inclusive governance approach, guided by the principles of InterCultural Planning, be valuable to resident participation in the regeneration processes of the Amsterdam neighbourhoods Wildemanbuurt and Ruyschaverkwartier?* Furthermore, the validity, reliability and ethics of the research are discussed.

3.1 Research philosophy

Every research is based upon philosophical foundations. Research philosophy refers to the researcher's core beliefs about how to view the world, addressing questions about the nature of truth, certainty and objectivity (Moses & Knutsen, 2012). In this paragraph the researcher's positions on the ontology, epistemology and theoretical perspective are explained.

Ontology relates to the nature of reality (Creswell, 2007; Saunders et al., 2019). It is the study of being, in which the central question is *"What is the world really made of?"* (Moses & Knutsen, 2012, p.4). Central to ontology is the view on the number of realities that can exist. Moon and Blackman (2014) distinguish two ontological positions, realism and relativism. According to realism only one reality exists, on the contrary, according to relativism multiple realities can exist. In this research a critical realist position is adopted. Critical realism acknowledges that there is one reality, but that it never can be fully understood as it is shaped by social, political, cultural, and economic perceptions over time (Guba & Lincoln, 1994). This aligns well with the lens of ICP, as ICP is aware of structural inequalities between residents and seeks to overcome these inequalities.

Epistemology relates to the nature of knowledge (Van Thiel, 2014). It refers to the principles of what can be known and how knowledge can be obtained. Epistemological positions are based on the relationship between the researcher or subject and the object of the study (Guba & Lincoln, 1994; Moon & Blackman, 2014). Three kinds of positions are commonly discussed, objectivism, constructionism and subjectivism. An objectivist assumes that there is one single reality, and that the reality of an object is independent of the subject. Knowledge can be discovered through objective measurement and observation. Constructionist epistemology believes that knowledge is created through interaction: *"how an individual engages with and understands their world is based on their cultural, historical, and social perspectives and thus meaning arise through interaction with a human community"* (Moon & Blackman, 2014, p.1172). A subjective view on epistemology assumes that knowledge solely depends on the individual's mind, and therefore multiple meanings can be given to reality. In this study a constructionist perspective is taken. The research aims to understand how residents and policymakers experience the participation processes and how policies shape these participation processes. This epistemology is suitable because participatory processes in urban regeneration are socially constructed through interactions between different stakeholders, policies, and historical contexts. A subjectivist approach would only focus on the individual and leave out the broader context of reality.

Underpinned by the ontological and epistemological positions of the research, a theoretical perspective is taken. The theoretical perspective is considered as *"a set of assumptions that structure the approach to research"* (Moon & Blackman, 2014, p.1173). In this research, two complementary perspectives were employed. The first theoretical perspective, interpretivism, focuses on understanding the different subjective meanings individuals give to their experiences.

Using interpretivism, researchers can gain a deep understanding of the lived experiences of different groups within the urban regeneration process. Generally, interpretivists look at individual cases to understand the development of specific phenomena (Moon & Blackman, 2014). The second theoretical perspective is critical theory research. Critical theory research puts attention to transform existing structures (Devetak, 2013). The central question in this research is whether the principles of ICP can make governance more inclusive and address inequalities within urban governance. Critical theory research is transformative, seeking to empower marginalized groups. Additionally, the methodologies used in critical theory research are dialogic and dialectical (Guba & Lincoln, 1994; Angrosino, 2007; Creswell, 2007). Dialogues are used *"to transform ignorance and misapprehensions into more informed consciousness"* (Guba & Lincoln, 1994, p.110). This fits well with ICP, in which cultural competence and intercultural dialogue are key elements.

3.2 Research strategy

In general, there are three main types of research designs that can be distinguished: qualitative, quantitative and mixed methods. This research employed a qualitative design, as it focused on understanding how governance approaches influence resident participation in urban regeneration. According to Creswell and Creswell (2023) qualitative research can be described as follows: *"Qualitative research is an approach for exploring and understanding the meaning individuals or groups ascribe to a social or human problem"* (Creswell & Creswell, 2023, p.4). This research aimed to explore how principles of ICP can contribute to an inclusive resident participation. By using qualitative data, a deeper understanding was obtained of the experiences and meanings that residents and civil servants assigned to their involvement in regeneration processes.

Within the choice for qualitative research, different strategies are possible (Saunders et al., 2019). According to Van Thiel (2014) the research strategy is *"the overall design or logical procedure that will be followed"* (Van Thiel, 2014, p. 57). The decision to apply a specific strategy is guided by several considerations. In this study, two strategies were combined, which are both discussed below.

3.2.1 Multiple case study

The first strategy was a case study. Van Thiel (2014) describes a case study as a research strategy in which one or a number of cases are explored. Within a case study very detailed and extensive descriptions of the studied phenomenon will be obtained. The type of a qualitative case study is dependent on the number of cases and the unit of analysis that will be studied. In a single case study, the researcher focuses on an object or phenomenon in one particular environment. In a multiple case study, the researcher focuses on an object or phenomenon, but multiple cases are selected to examine the same object or phenomenon (Creswell, 2007). In this study two different urban regeneration projects were examined, and therefore it is a multiple case study. A multiple case study allows a researcher to understand similarities and differences between cases (Gustafsson, 2017; Yin, 2018). Within the two cases, multiple units of analysis were examined to provide a comprehensive understanding of the urban regeneration projects and the participation processes. As a result, the study followed an embedded case study design (Yin, 2018).

Selection of the cases

For the case selection it was important that the regeneration projects were in a phase where decision-making or participation sessions about the regeneration were still taking place during the fieldwork period. And that there is a presence of culturally diverse backgrounds. This because

of that it would make it possible to be present at participation sessions to be better informed about how the decision-making and participation processes takes place. In consultation with the Municipality of Amsterdam, who had more knowledge about the status of the regeneration projects, two projects were selected.

The two cases studies selected for this research are urban regeneration projects in the neighbourhoods Wildemanbuurt and the Wegener Sleeswijkbuurt. Within the Wegener Sleeswijkbuurt, the research specifically focused on the section Ruychaverkwartier, which is part of this neighbourhood. These two cases have similarities on multiple aspects. Both neighbourhoods are located in the Amsterdam city district of Nieuw-West (Figure 4). Nieuw-West is characterized by a high level of cultural diversity, as over seventy percent of the residents have a migration background (Municipality of Amsterdam, 2023b). This holds also for the composition of the two neighbourhoods. In de Wildemanbuurt 78% of the residents has a migration background (Municipality of Amsterdam, 2023b). In the Wegener Sleeswijkbuurt 74% of the population has a migration background (Municipality of Amsterdam, 2023b).

The neighbourhoods in Nieuw-West were originally developed in the 1950s and 1960s according to the garden city model. Today, many houses are in poor condition, and therefore, the municipality and housing corporations have initiated large-scale regeneration projects, including in these two neighbourhoods. In both projects all the houses are owned by one single housing corporation. In the Wildemanbuurt is *Stadgenoot* the housing corporation who possess the houses and in the Ruychaverkwartier the properties are owned by *Eigen Haard*. In the Wildemanbuurt 656 houses will be demolished and an amount of 1200-1300 new houses will be built. In the Ruychaverkwartier 237 houses will be demolished and 430 new houses will be built.

While the projects differ in scale, they have similar goals. In both projects, outdated houses will be demolished and replaced by more than double the number of new units. Each project strives to a balanced housing stock, combining social rental and mid-income housing. Sustainability has a high priority in both projects. And the projects are both coordinated by the municipality in collaboration with the local housing corporation.

However, the main differences between these cases can be found at the start of the projects and the design of the participation process. In the Wildemanbuurt, the regeneration project was not initiated by the municipality or housing corporation in the first place. A group of four mothers living in the neighbourhood came together and collected support from other residents to bring attention to their living situation and the poor conditions of the houses. This was very successful, they gained attention from several aldermen, the media, the municipality and the housing corporation. After which the plans for urban renewal were started. During the process, residents were involved in multiple ways. In the Ruychaverkwartier, the housing corporation and municipality took the initiative for the neighbourhoods' renovation. Residents were invited to take part in the participation process, but to a lesser extent compared to the case of the Wildemanbuurt. These two differences between the cases make it interesting to compare the regeneration processes and the experiences of the different actors involved.

In Chapter 4, more contextual information about the two cases and statistics of both neighbourhoods can be found.

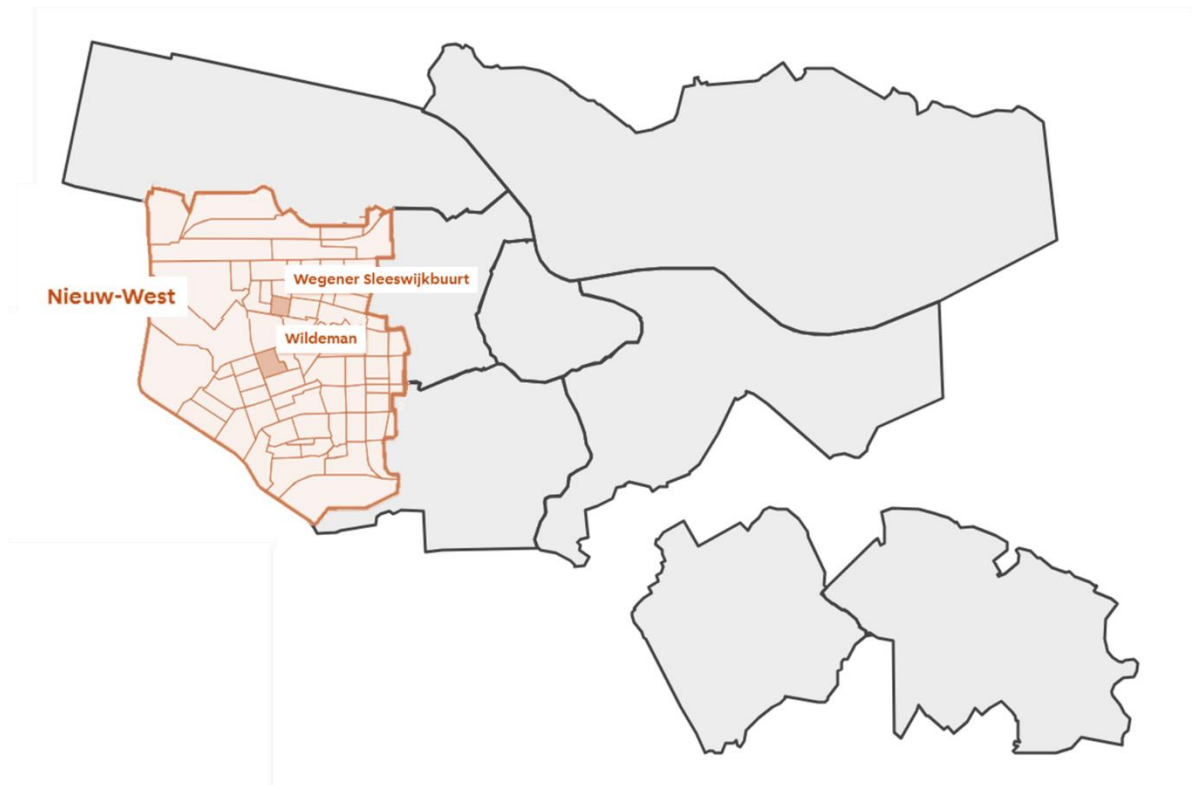


Figure 4: Location of the selected neighbourhoods within the city of Amsterdam (Own work, 2025)

3.2.2 Participatory Action Research

The second research strategy was participatory action research (PAR). This strategy was embedded within the context of the case studies. PAR is designed to develop solutions to real-world problems through a participative and collaborative approach (Saunders et al., 2019). PAR can be viewed as *“research in action rather than research about action”* (Saunders et al., 2019, p.203). In PAR, participation is a fundamental element. The researcher works together with participants to improve the situation for those participants. *“By actively engaging in critical dialogue and collective reflection that the participants of PAR recognize that they have a stake in the overall project”* (McIntyre, 2008, p.1). The PAR strategy aligned closely with the principles of ICP, in which participation and dialogue also play an important role. The PAR creates space for intercultural dialogue. In this research the application of PAR took shape through the method of photovoice. Residents of the two neighbourhoods were asked to capture their own experiences of the neighbourhood and the ways in which they are involved in the urban regeneration projects. The photos taken were discussed in small group sessions. More detailed information about the photovoice method is given in Section 3.3.3.

3.3 Methods of data collection

Before explaining the specific methods of data collection, it is important to mention that this research is part of a bigger research project, as mentioned in the introductory chapter. This had some implications for conducting the research. The research has been set up in collaboration with Lennert Werner and Tanisha Claire Sequeira. Tanisha Claire Sequeira is also a master’s student, and she has done her research about the cases of Rosengård and Lindängen, two neighbourhoods in the city of Malmö in Sweden. Her research focused on public space regeneration and resident participation. Together, the interview and photovoice guides were developed. By doing so, the researchers were able to achieve their own research goals as well as

to contribute to the overarching research project. As this research took place in the Netherlands, the interview and photovoice guides have been translated to Dutch.

In order to obtain an in-depth understanding of the two cases, a combination of different research methods was applied. The combination of research methods contributes to the triangulation of the research and results in a higher validity and reliability (Van Thiel, 2014).

3.3.1 Document analysis

First, a document analysis has been conducted. A document analysis is a structured procedure for evaluating documents and will provide valuable insights (Bowen, 2009). The documents that were analysed consist of policies and policy frameworks of the Municipality of Amsterdam on participation and inclusiveness, the urban regeneration plans of the two cases and reports of residents' meetings or participation projects. Together, these documents gave a complete understanding of the regeneration practices in the two cases and have helped to answer the first sub-question. Furthermore, the document analysis provided insights into the current governance structures applied by the municipality on themes as participation and inclusion, which was essential for addressing the second sub-question. In Table 3, the important documents are listed, and a short description of the document is provided.

Table 3: Overview analysed documents (Own work, 2025)

Title of the document	Content of the document
Vision document Inclusion and Anti-Discrimination Policy [Visiedocument Inclusie en Anti-discriminatiebeleid: Amsterdam, een stad uit duizenden]	This document contains the vision of the Municipality of Amsterdam on dealing with diversity, inclusion and preventing discrimination. It is analysed to assess how inclusive the policy/governance approach is and to what extent it aligns with the principles of ICP.
Policy framework on Inclusion and anti-discrimination [Beleidskader Inclusie en Anti-discriminatiebeleid]	This is the policy focusing on inclusion and anti-discrimination. It builds on the vision document and contains a detailed description of objectives and priorities. It is analysed to assess how inclusive the policy/governance approach is and to what extent it aligns with the principles of ICP.
Policy framework on Participation [Beleidskader Participatie]	This is the policy document of the Municipality of Amsterdam on participation. The document outlines the general principles for all participation processes within the municipality. It is analysed to assess how inclusive the policy/governance approach is and to what extent it aligns with the principles of ICP.
Participation regulation [Participatieverordening Amsterdam]	In addition to the policy framework on participation, this document has set up. The policy has been formalized, and the participation regulation contains rules on how citizens are involved in making plans and policy. It also explains how residents can exert influence. It is analysed to assess how inclusive the policy/governance approach is and to what extent it aligns with the principles of ICP.
Regeneration plan Wildemanbuurt [Vernieuwingsplan Wildemanbuurt]	This is the regeneration plan for the Wildemanbuurt. It is adopted by the municipal council. The plan addresses the context, the physical and social plan and the realisation of the renewal. It is used for describing the local context.
Investment note Ruychaverkwartier [Investeringsnota Ruychaverkwartier]	This is the regeneration plan for the Ruychaverkwartier. It is adopted by the municipal council. The plan addresses the context, principles for renewal, vision of the new neighbourhood, realisation of the renewal and the participation process. It is used for describing the local context.

3.3.2 Semi-structured interviews

The second method of data collection that was applied is semi-structured interviews. With the interviews, information was gathered directly from the stakeholders. To obtain comprehensive insights, different stakeholders with different positions and backgrounds of both cases were interviewed. The different respondents were divided into four groups and for each group a different interview guide is developed. The guides cover the same research topics, but with questions adapted to each specific respondent group. The first group consist of civil servants working at the municipality. The aim of interviewing them was to find out how policies are shaping the participation processes, how the municipality organises these processes, how they ensure inclusivity in participation, and how they address cultural diversity in regeneration projects. The second group of respondents comprised the residents of the Wildemanbuurt and Ruychaverkwartier. The questions addressed to the residents focused on how they were involved in participation processes and how they experienced the participation. The third group consisted of members of neighbourhood committees. The neighbourhood committees are actively involved in the regeneration processes and have close contacts with other residents and the municipality. Interviewing them provided deeper insights in how the municipality engages with residents. The last group of respondents consisted of the relevant housing corporations. In both neighbourhoods the urban regeneration project has been organized in collaboration with the municipality and housing corporation and is therefore an important actor. In addition to these four different groups of respondents, one expert in the field of participation was interviewed. This respondent works at the Amsterdam University of Applied Sciences [Hogeschool van Amsterdam] and focuses on themes as participation and community development.

The respondents were approached in various ways. Email was used to contact municipal employees, the resident committees of the Wildemanbuurt, and housing corporation *Eigen Haard*. The internship at the Municipality of Amsterdam, which ran concurrently with the research, was also very valuable for making connections. It made it possible to speak with employees and, through them, contacts were established with the resident committees in the Wegener Sleeswijkbuurt. In addition, the municipal neighbourhood coordinator of the Wildemanbuurt was willing to spend a morning going into the neighbourhood and connecting with residents, which resulted in interviews with residents. During the internship, it was also possible to attend participation meetings, at which contact was made with residents and housing corporation *Stadgenoot*.

A conscious choice was made to design the interviews in a semi-structured manner. The interviews were conducted, based on a prepared guide. The choice for semi-structured interviews allows for deviation from the list and to explore topics in greater detail or remove questions that are not relevant. This ensures obtaining an optimal amount of information (Van Thiel, 2014). Respondents were asked if the interview could be recorded, so that all collected information could be transcribed afterwards, and no information would be lost.

The table below, Table 4, provides an overview of the respondents, along with the respondents' respective organisations, functions and the interview date. In Tables 5 and 6 the characteristics of the interviewed residents can be found. The different interview guides can be found in Appendix 1.

Table 4: Overview of interview respondents (Own work, 2025)

Nr.	Organization	Function/Role	Case*	Date of Interview	Mode of interview
1	Resident Wildemanbuurt	Member of Resident Committee Grasrijk	W	25-4-2025	In-person
2	Municipality of Amsterdam	Neighbourhood Coordinator	W/G	28-4-2025	Online
3	Municipality of Amsterdam	Program Manager Realisation	G	28-4-2025	In-person
4	Stadgenoot Housing Corporation	Neighbourhood Manager	W	8-5-2025	In-person
5	Hogeschool van Amsterdam	Expert on participation	G	8-5-2025	In-person
6	Resident Wildemanbuurt	Member of Resident Committee Wildeman	W	13-5-2025	In-person
7	Municipality of Amsterdam	Senior Communication Advisor	W/G	2-6-2025	Online
8	Municipality of Amsterdam	Project Manager	W	11-6-2025	In-person
9	Municipality of Amsterdam	Project Leader Democracy	G	11-6-2025	In-person
10	Resident Ruychaverkwartier	-	R	12-6-2025	In-person
11	Municipality of Amsterdam (dual)	Project Managers	R	16-6-2025	In-person
12	Resident Wildemanbuurt	-	W	18-6-2025	In-person
13	Eigen Haard Housing Corporation (dual)	Developers	R	19-6-2025	Online
14	Residents Wildemanbuurt (dual)	-	W	23-6-2025	In-person/ Online
15	Resident Ruychaverkwartier	Member of Resident Committee Ruychaver phase 2	R	23-6-2025	Online
16	Resident Ruychaverkwartier	Member of Resident Committee Ruychaver phase 1	R	26-6-2025	In-person
17	Resident Ruychaverkwartier	Member of Resident Committee Ruychaver phase 2	R	1-7-2025	Online
18	Resident Ruychaverkwartier	-	R	2-7-2025	In-person

*G = General, W = Wildemanbuurt, R = Ruychaverkwartier

Table 5: Characteristics residents interviewed Wildemanbuurt (Own work, 2025)

Interview	Age	Gender	Years living in neighbourhood	Background
1	70	M	40	Dutch
6	78	W	47	Dutch
12	50	W	5	Surinamese
14	76	M & W	53	Dutch

Table 6: Characteristics residents interviewed Ruychaverkwartier (Own work, 2025)

Interview	Age	Gender	Years living in neighbourhood	Background
10	43	W	13	Dutch
15	63	M	20	Moroccan
16	41	W	22	Turkish
17	54	W	17	Turkish
18	31	W	4	Dutch

3.3.3 Photovoice project

Applying ICP in urban development aims to incorporate the voice of marginalized residents or communities. To truly understand their perspectives, the research itself also adopted participatory research strategies that were accessible and inclusive. In this research photovoice was used as a research method within the research strategy of PAR. *“Photovoice is a visual research methodology that puts cameras into participants’ hands to help to document, reflect upon, and communicate issues of concern, while stimulating social change”* (Budig et al., 2018, p.1). Photovoice is a method that empowers vulnerable residents by actively involving them in decision-making and planning processes. Using photography to express lived experiences, this method provided valuable insights into participants’ experiences of urban regeneration and inclusivity in resident participation.

The photovoice project consisted of multiple parts. First, residents were approached in various ways to participate in the project. Residents were contacted during visits to the neighbourhoods, at participation meetings, after taking part in interviews, and through the researcher’s involvement in neighbourhood activities organised by community centres for women with a migration background to come together and learn the Dutch language. In addition, hundreds of flyers in four different languages (Dutch, English, Arabic, and Turkish) were distributed in both neighbourhoods.

The residents were given a clear explanation of the project’s purpose, explanation, and assignments. Each participant was given at least one week to take the photos. Subsequently, the photos were discussed and reflected upon in small group conversations (two residents and one or two researchers) in each neighbourhood. These group sessions took place in *Station Wildeman* and *Buurtwerkkamer Geuzennest*, both community centres in the neighbourhoods.

By discussing the photos, participants gain a deeper understanding of their significance, and it gives researchers insights into how the neighbourhood is perceived (Meenar & Mandarano, 2021). In the group session interaction was a central element, participants were encouraged to respond to each other and share their experiences. To stimulate this discussion, residents were asked to think about four questions of every photo they had taken on beforehand. In Appendix 2 the hand-out for residents and distributed flyer can be found.

3.3.4 Observations

The fourth type of data collection consisted of observations. Observations in research are done to *“understand the culture, the setting, or social phenomenon being studied from the perspectives of the participants”* (Hatch, 2023, p.82). Two kinds of observations were conducted. The first type involved observations of the two neighbourhoods being themselves. This was done

to obtain a better understanding of the living conditions in the neighbourhoods. These observations were made at different times and on different days of the week to prevent the selection of too few moments from being inaccurate and misrepresenting the neighbourhood (Cohen et al., 2011). During these observations, short conversations with residents took place about their perspective of the neighbourhood and the plans for the urban regeneration.

The second type involved observations during resident meetings organised by the municipality and housing corporation. These meetings were very valuable for the research as they directly showed how the municipality and housing corporation are approaching and engaging residents in the urban regeneration plans. Therefore, the observations served as a means of triangulation by comparing the findings from the document analysis and interviews with those of the observations. The extent to which the researcher actively participates in the setting determines the type of observation (Van Thiel, 2014). In this study, the researcher was present during resident meetings but did not actively participate. This is an open or non-participant observation (Van Thiel, 2014; Creswell, 2016; Vennix, 2019). An open observation provides a neutral position in which full focus can be placed on observing interactions and power relations in decision-making.

In the Wildemanbuurt, two different resident meetings were attended in April and June. The first meeting was organised by the municipality and housing corporation to discuss the progress of the regeneration and the building phases. The second meeting, organised by the municipality, focused on safety and the youth in the neighbourhood and was also attended by the housing corporation and the police. In the Ruychaverkwartier, two meetings organised by the municipality on the design of public space were attended in June, where residents had the opportunity to share their opinions.

For both types of observations, an observation protocol was developed according to the proposed steps by Creswell (2016) and includes descriptive and reflective notes. In Appendix 3 the observation protocols can be found.

Table 7 provides a total overview of the methods used per sub-question of this research.

Table 7: The research sub-questions and corresponding methods of data collection (Own work, 2025)

Research sub-question	Method of data collection
What are the current plans for the regeneration in the Wildemanbuurt and Ruychaverkwartier, and which stakeholders are involved in these processes?	Document analysis Semi-structured interviews Observations
To what extent do current policy frameworks on participation and inclusivity of the Municipality of Amsterdam reflect the principles of an inclusive governance approach?	Document analysis Semi-structured interviews
How do civil servants and housing corporations perceive and ensure inclusivity in resident participation processes during the regeneration of the Wildemanbuurt and Ruychaverkwartier?	Semi-structured interviews Observations
How do residents and resident committees of the Wildemanbuurt and Ruychaverkwartier experience participation in the regeneration processes?	Semi-structured interviews Photovoice project Observations
What opportunities exist for improving inclusiveness in a governance approach and how can the principles of InterCultural Planning contribute to this in both neighbourhoods?	Document analysis Semi-structured interviews Photovoice project Observations

3.4 Data analysis

The first step in the data analysis was to read the selected documents for the document analysis. Important information was highlighted in Adobe Acrobat and reflected upon based on the principles and concepts related to ICP defined in Chapter 2. During this period, the interview and group conversation recordings were transcribed using the website oTranscribe, and the observations were elaborated into written reports.

After this, the transcripts and reports were carefully read and reflected upon. This helped the researcher gain a better understanding of the respondents' perspectives (Ravindran, 2019). Once this step was completed, the coding process of the transcripts began. Coding allows meaning to be assigned to small pieces of information. The coding process consisted of multiple phases.

Prior to coding the interviews and group conversation transcripts, the codebook was developed in collaboration with Lennert Werner and Tanisha Claire Sequeira, a practice also known as deductive coding. Deductive coding makes it possible to compare existing theories or concepts with the collected data. In this research, the codebook was based on the ICP framework developed by Werner et al. (in-press) and aligned with the topics of the interviews. The shared codebook ensures that the results of the parallel studies of Lennert Werner and Tanisha Claire Sequeira can be more effectively compared.

For the coding, the computer programme ATLAS.ti was used. All transcripts were coded, and during the coding phase, additional codes were added, a process referred to as inductive coding. The combination of deductive and inductive coding provides a rich and nuanced understanding of the phenomenon under investigation (Fife & Gossner, 2024). After this, the codes were reviewed and merged where appropriate to avoid duplication. The codebook can be found in Appendix 4.

3.5 Validity and Reliability

The quality of research is dependent on three prominent criteria and must be seriously considered. These criteria are validity, reliability and replication (Bryman, 2016).

Van Thiel (2014) divides validity into two types of validity, internal and external validity. Internal validity relates to the question of whether the research is measuring the phenomenon it intends to measure. Vennix (2019) mentions that this can be achieved through proper operationalisation, in which theoretical concepts are converted to measurable concepts. The operationalisation of this research can be found at the end of Chapter 2. Another way to improve internal validity is by applying multiple research methods (Verschuren & Doorewaard, 2007). This is known as data triangulation (Van Thiel, 2014). In this research, the focus lies on examining the inclusivity of participation processes in urban regeneration practices. This has been investigated using different research methods, document analysis, semi-structured interviews, a photovoice project and observations.

External validity refers to the degree of generalisation of the findings beyond the specific research context (Van Thiel, 2014; Bryman, 2016). The choice of doing a multiple case study instead of a single case study, increases the generalisability of the research, as the results are based on different urban regeneration projects (Gustafsson, 2017). External validity is further considered by carefully selecting the respondents for the semi-structured interviews. Respondents with various backgrounds and functions were selected to obtain a comprehensive view.

Reliability, or the ability to replicate research is crucial for any research. Reliability is based on accuracy and consistency (Van Thiel, 2014). Findings should be consistent regardless of the

researcher (Verschuren & Doorewaard, 2007). In qualitative case studies it should be recognized that data collection and analysis can be influenced by the interpretation of the researcher. To minimize subjectivity, several steps are taken. First, the interview guides were based on existing literature and developed prior to the research, so that the interviews can be repeated by other interviewers, while the questions remain the same. Second, respondents were asked for their permission to record the interview, which ensured that the interviews could be transcribed. Finally, a structured coding scheme and detailed codebook were used. This transparent approach aims to increase the reliability of the findings and the ability to replicate the research.

3.6 Ethics

Given the sensitive context of this research, where residents of neighbourhoods in Nieuw-West may feel ignored and marginalised by the municipality, and where stakeholder opinions might be conflicting, it was important to pay attention to the research's ethics. Prior to participating in the semi-structured interviews or the photovoice project, all participants were informed of the purpose of the research and the handling of interview recordings, photos from the photovoice project, and collected data. To ensure the anonymity, all respondents will remain anonymous and cannot be traced back to this research. This is documented through written informed consent or an oral agreement.

Moreover, it is important to consider the position of the researcher during the fieldwork period. The researcher had a dual role, as the internship at the Municipality of Amsterdam was linked to the research. For the internship, the researcher carried out a related assignment on the participation process in the Wildemanbuurt. The interviews conducted for this research were also used for the assignment of the internship. The respondents were clearly informed about this in advance. Nevertheless, this dual role may have led respondents to give socially desirable answers. To prevent this, the researcher emphasized that the role of the researcher is to stay as neutral as possible, even while being employed by the municipality. Respondents were also told that there is no right or wrong answer. By trying to put the respondents at ease during the interviews and group sessions, the researcher aimed to reduce the risk of them withholding any information.

4. Research context

This chapter provides the background and context for understanding this research. As both cases are located within the municipality of Amsterdam, a description of the policies related to diversity and participation are first presented. Following this, an in-depth description of the urban regeneration plans and participation processes for both neighbourhoods is presented.

4.1 Policy context

In this paragraph, the policies selected for the document analysis are described. A deliberate choice was made to include the Inclusion and Anti-Discrimination Policy and the Participation Policy, as these align with White's (2018) principles of an intercultural city and the ICP framework by Werner et al. (in-press), described in Chapter 2, to answer the second sub-question: *“To what extent do current policy frameworks on participation and inclusivity of the Municipality of Amsterdam align with the principles of an inclusive governance approach elaborated in the theoretical framework (Chapter 2)?”*

4.1.1 Inclusion and Anti-Discrimination Policy

As described in the theoretical framework (Chapter 2), an intercultural city distinguishes itself in its approach to diversity and inclusion. The City of Amsterdam has for years promoted itself globally as a diverse and inclusive city. *“The city supports movements that raise their voices for greater equality”* (Municipality of Amsterdam, 2023c, p.6). However, a fully inclusive city is not yet a reality. Various studies show that people do not have equal opportunities, experience significant discrimination, and emancipation lags behind (Municipality of Amsterdam, 2023a). For this reason, the municipality has drafted the Vision document of Inclusion and Anti-Discrimination Policy [Visie document Inclusie en Anti-discriminatiebeleid]. This document outlines how the city aims to achieve inclusivity so that every citizen of Amsterdam can be truly themselves. To further operationalize this, was a Policy Framework for Inclusion and Anti-Discrimination Policy [Beleidskader Inclusie en Anti-discriminatiebeleid] developed. This framework translates the main objectives into two ambitions with specific goals and administrative priorities. The first ambition focuses on preventing and combating discrimination. The second ambition centres on promoting emancipation and supporting emancipation initiatives.

To achieve these goals, the municipality uses its powers and steering mechanisms: standard-setting (where no form of discrimination is accepted), agenda-setting (bringing underexposed themes to attention and placing them on the agenda), and facilitation (supporting individuals and movements in the city through, for example, subsidies and forming alliances) (Municipality of Amsterdam, 2023c).

4.1.2 Participation Policy

The second type of policy central to this research is participation policy. In 2021, the municipal council adopted the Participation Policy Framework [Beleidskader Participatie]. Prior to this, only the formal public consultation procedure for decisions was codified in an ordinance. Many administrators and civil servants considered this insufficient. As a result, in many projects additional efforts were made to facilitate participation, although these efforts took place without official guidelines or preconditions. For this reason, the policy framework was formulated with general principles that guide administrators and civil servants in the choices made regarding the organisation of a participation process. In addition, a participation plan was developed as a tool to support the creation of well-considered plans. With this tool, the municipal council aims to

approach participation more consistently, transparently, and unambiguously. Overall, the policy framework should contribute to the influence of residents in decision-making (Municipality of Amsterdam, 2021).

Although the policy framework provided guidance for project teams to involve citizens in participation, participation was not yet a legal obligation. With the adoption of the Participation Ordinance [Participatieverordening] in 2024, the policy was formalized. Legal requirements are established, for which the municipality is held accountable (Municipality of Amsterdam, 2024b).

The Municipality of Amsterdam distinguishes three forms of participation in the ordinance. The first type of participation is citizen participation, this takes place when the municipality has plans for new policies or projects that affect the living environment of residents and other stakeholders. Stakeholders will be involved to share their perspectives to improve the plans. The second type is government participation, in this case, the municipality takes part in initiatives from residents and supports these initiatives, for example by providing financial support, knowledge or offering locations. The third type that is distinguished is network participation, this involves building long-term collaborations and networks in the neighbourhood (Municipality of Amsterdam, 2024b). This research focuses on the decision-making of urban regeneration projects and the way stakeholders are involved. Therefore, the primary emphasis is on citizen participation.

One of the legal obligations introduced by the ordinance is the requirement to draft a participation plan and a final evaluation report. For every new municipal policy or project, a participation plan must be prepared in advance, and a final evaluation report must be submitted after the planning process concludes. The participation plan outlines how participation will be organized, ensuring well-considered choices are made for involving stakeholders. Furthermore, the plan must be approved by the responsible administrative body.

The Participation Ordinance identifies five goals of citizen participation: influence (say), ownership, quality of approach and policy, insight into interests, and awareness. These objectives can vary throughout different project phases, and multiple objectives can run simultaneously. Furthermore, the ordinance distinguishes five levels of stakeholder influence: inform and listen, respond, advise, collaborate (co-creation) and co-decide (Municipality of Amsterdam, 2024b).

Each city district can provide its own interpretation of how to comply the Participation Ordinance. In the Nieuw-West city district, this role is carried out by the Participation Table. This is an official advisory body that reviews participation processes. Its team provides advice on participation plans and final reports, directed to both project teams and the responsible administrative body for approving these documents. Participation plans and evaluation reports are assessed based on the criteria formulated in the ordinance (Municipality of Amsterdam, personal communication, 11 June 2025)

4.2 Spatial context and demographics of the neighbourhoods

The Wildemanbuurt and Wegener Sleeswijkbuurt are located in the city district of Nieuw-West. The district was built in the 1950s and 60s based on the General Expansion Plan [Algemeen Uitbreidings Plan, AUP], developed by architect Cornelis van Eesteren in the 1930s. Amsterdam's population was growing rapidly, and more space was needed to provide sufficient housing for all residents. The neighbourhoods were designed as garden cities and were called the Western Garden Cities [Westelijke Tuinsteden]. The vision for the expansion was based on the three principles of light, air, and space, which was translated into long, sober apartment buildings with green spaces in between (De Baar, 2002). The apartments in the Ruyschaverkwartier were built in 1958 and 1959, while the Wildemanbuurt was constructed in 1959 and 1960 (Environmental Health Atlas, n.d.).



Figure 6: Wildemanbuurt under construction (Amsterdam City Archives, 1959)



Figure 5: Wegener Sleeswijkbuurt during construction period (Amsterdam City Archives, 1959)

At that time, the homes were considered as spacious, and the neighbourhoods were popular places to live for Amsterdam's working and middle class (Mepschen, 2012). Over the past decades, however, the population composition has been changed considerably. The homes are now considered small, and the housing stock consists almost entirely of one type of dwelling, apartments. Many members of the working and middle class have moved to other parts of Amsterdam or to surrounding towns. Nowadays, many people and young families with a migration background live in Nieuw-West. Their incomes are often lower, and rents are relatively low in Nieuw-West due to the high proportion of social housing. This is also reflected in the statistics for both neighbourhoods compared to Amsterdam as a whole, as shown in Table 8. In the Wildemanbuurt, 78% of residents have a migration background, and in the Wegener Sleeswijkbuurt, 74%. In addition, both neighbourhoods, particularly the Wegener Sleeswijkbuurt, are home to relatively many families with children compared to the rest of the city (Municipality of Amsterdam, 2023b).

Table 8: Statistics on the Wildemanbuurt, Ruyschaverkwartier and the city of Amsterdam (Municipality of Amsterdam, 2023b)

Theme	Indicator	Wildemanbuurt	Wegener Sleeswijkbuurt	Amsterdam
Total amount of residents		4.845	1.524	918.194
Age	0 -17 years old	21%	23%	16%
	18 - 26 years old	12%	12%	15%
	27 - 65 years old	50%	51%	57%
	66+ years old	17%	15%	13%
Migration background	Moroccan	29%	32%	8%
	Turkish	12%	18%	5%
	Surinamese	7%	8%	13%
	European	10%	6%	17%
	Other	20%	14%	23%
	Non migration	22%	26%	41%
Total amount of households		2.530	695	506.055
Household composition	Household of one person	53%	43%	54%
	Household without kids	15%	17%	22%
	Household with kids	18%	25%	15%
	Household with one parent	13%	13%	8%
Total amount of housing units		2.452	651	474.735
Property type	Social housing	85%	93%	40%
	Private rental	9%	1%	31%
	Ownership	5%	7%	29%
Income	Average household income	€ 35.664	€ 41.049	€ 55.311
	Social assistance	15,90%	9,10%	5,60%
	Low income households	34%	26%	16%



Figure 7: Photos of the Wildemanbuurt (All taken by the researcher, 2025. Except for the photo at the bottom right which is taken by Werner, 2025).



Figure 8: Photos of the Ruychaverkwartier (All taken by the researcher, 2025. Except for the photo at the top centre which is taken by Werner, 2025).

4.3 Wildemanbuurt

This paragraph outlines the urban regeneration project in the Wildemanbuurt. It begins with a description of the history of regeneration plans in the neighbourhood, as this context is essential for understanding the current perspectives and positions of the different actors. This is followed by a description of the ongoing planning and participation process. Figure 9 provides a visual overview of both past and present regeneration process in the form of a timeline. After that, the main elements of the adopted regeneration plan are presented.

4.3.1 Previous regeneration plans

The Wildemanbuurt has a long history of urban regeneration plans. Over the past decades, residents have been approached multiple times by various parties to contribute to ideas for neighbourhood development plans.

In 2008, joint plans were developed by four housing corporations to renew the Wildemanbuurt and the adjacent Blomwijckerbuurt. Residents were invited to participate in participation meetings, and their feedback was incorporated into the renewal plan, which involved the demolition of a large number of homes. The renewal plan was approved in 2010 by the city council. However, due to the financial crisis of 2007 till 2011, these plans were not realized and were shelved (Rijnboutt, 2010). In response to this, the Wildeman Residents' Committee was established in 2012 (personal communication, May 13, 2025).

In 2019, a neighbourhood-oriented approach was devised to make neighbourhoods in Nieuw-West natural gas-free. The Wildemanbuurt was one of the first neighbourhoods designated for this. Housing corporation *Stadgenoot* began preparations in the Grasrijk residential complex, establishing a sounding board group with residents to ensure their input on these plans. However, these plans were not realized as there was no majority of support among the residents. Later in 2020, the sounding board group was converted into the second residents' committee of the neighbourhood (personal communication, April 25, 2025).

In 2020, renewal plans for the adjacent Blomwijckerbuurt were restarted, but no plans were made for the Wildemanbuurt. A group of four mothers from the Wildemanbuurt noticed this and, in 2021, started the *Actiegroep Wildeman* to draw attention to the living situation in the Wildemanbuurt and put renewal back on the political agenda. The residents went door-to-door to gather support, and various aldermen and administrators were approached and visited the neighbourhood. In late March 2022, the action group, together with the residents' committees, organized a residents' evening attended by 200 residents advocating for renewal. The project manager for the regeneration of the Blomwijckerbuurt was present and acknowledged the urgency. He contacted his municipal mandator and housing corporation *Stadgenoot*, which possesses the houses. Ten days later, the first administrative decisions were made, thus initiating the regeneration process (Municipality of Amsterdam, 2025a).

4.3.2 Planning and participation process

After the initial decisions were made, the action group organized weekly consultation hours every Monday evening at *Station Wildeman*, in collaboration with the municipality and *Stadgenoot*. During these sessions, attention was given to residents' living situations. Topics included mold, insulation, renewal plans and relocation to other homes. Experts in these fields were invited to provide residents with information.

One of the first decisions made was to engage an independent participation agency. In consultation with the residents' committees, the *Actiegroep Wildeman*, *Stadgenoot*, and the municipality, a tender was issued to four participation agencies. From these, *STIPO* was unanimously selected in June 2022 (Municipality of Amsterdam, 2025a). *STIPO* conducted a housing needs survey for the regeneration project. 55% of households participated in this survey, which showed that 77% of households were in favour of demolishing the neighbourhood (*STIPO*, 2025). Based on the results, the main outlines for the urban development plan were drawn up, and *STIPO* also prepared an interim management plan.

Subsequently, the selection process for the urban planning agency began in a similar manner. Four agencies pitched their ideas and concepts, and after extensive consultation, the agency proposed by the residents, *Dutch Architect* (later *Team W*), was ultimately selected. This is a composite agency, with one of the architects having grown up in the Wildemanbuurt.

Meanwhile, the action group's consultation hours continued, initially held weekly and later bi-weekly. In January 2023, a new approach was implemented. The organization was taken over by the municipality and *Stadgenoot* and transformed into a monthly "Meet Up". During these meetings, residents were informed about urban renewal, but there was also space to address other concerns, such as mold, activities for young people, safety, and parking.

Communication about the Meet Ups took place in various ways. A mailing list and app group were used, posters with the dates were displayed in building entrances, and the information was also published on the municipality's and *Stadgenoot*'s websites. A neighbourhood newspaper was distributed three times a year by the municipality. Additionally, in 2023, a website was developed where all relevant information, agendas, presentations, and documents related to the neighbourhood were posted (Municipality of Amsterdam, 2025a).

Before the urban development plan was drafted, the Co-thinking Group [Meedenkgroep] was formed. This group included members from the residents' committees, neighbourhood association, action group and other residents. One week before each Meet Up, the Co-thinking Group, municipality and *Stadgenoot* met to discuss the urban development plan and the agenda for the upcoming Meet Up.

Team W developed and presented three urban planning concepts at the Meet Up in July and three additional meetings in September 2023. Additionally, residents were informed about the three models through a special newspaper. They could provide feedback during the presentations, via an online survey, and through street conversations. The input was incorporated into a draft renewal plan. In October 2024, the draft was released for public consultation. Anyone could respond to the plan via a website, email, or by submitting a form at walk-in meetings. The plan was then placed on the agenda of the Nieuw-West district committee, where residents had the opportunity to speak. After this, the plan was revised based on the feedback and was officially adopted on April 2, 2025 (Municipality of Amsterdam, 2025a).

Urban Regeneration Wildemanbuurt

Planning Participation

Timeline

HISTORY

- 2008**
 - The **municipality** and five housing associations presented plans for the renovation of the Wildeman and Blomwijcker neighbourhoods
 - Residents** were involved in planning and participation process
- 2010**
 - Financial crisis → regeneration plans were halted and cancelled
- 2012**
 - Establishment of the **Residents' Committee Wildeman**
- 2019**
 - The **municipality** set up neighbourhood-oriented approach for natural gas-free Nieuw-West
 - A residents' evening at the Grasrijk residential complex was organized by **Stadgenoot**
- 2020**
 - Urban regeneration in the adjacent Blomwijckerbuurt started
 - Establishment of the Grasrijk sounding board group → converted into the **Grasrijk Residents' Committee** in mid-2020
 - Plans for a natural gas-free Grasrijk residential complex were halted and cancelled
 - Plans for a natural gas-free Grasrijk residential complex failed to gain a majority among residents
- 2021**
 - Establishment of **Actiegroep Wildeman**
- 2022**
 - Residents' evening was organized by **Actiegroep Wildeman**

CURRENT

- April**
 - Urban regeneration plans for the Wildemanbuurt started
 - Stadgenoot** and the **municipality** took the first administrative decisions
 - The tender procedure for a participation agency started
 - Actiegroep Wildeman** started weekly consultation hours
 - The **municipality, Stadgenoot, Actiegroep Wildeman & Residents' Committees Wildeman & Grasrijk** collaborated
- June**
 - STIPO** was selected as the participation agency
 - The **municipality, Stadgenoot, Actiegroep Wildeman & Residents' Committees Wildeman & Grasrijk** collaborated
- September**
 - STIPO** started the housing preferences research
 - Residents** participated

- 2023**
 - STIPO** presented the findings of the research and an interim management plan
 - The tender procedure for an urban planning agency started
 - Dutch Architect → Team W** was selected as the urban planning agency
 - Monthly Meet Ups were started, organised by **municipality & Stadgenoot** (consultation hours by **Actiegroep** were cancelled)
 - The **municipality, Stadgenoot, Actiegroep Wildeman & Residents' Committees Wildeman & Grasrijk**
- February**
 - Drafting of the urban development plan started
 - Establishment **Meedengroep** (meeting a week before the Meet Ups)
- July**
 - Team W** presented three urban development models during a Meet Up
 - Residents** responded to the models during the Meet Up
- September**
 - The **municipality** organised more participation opportunities to reach a wider audience for responses to the urban development models
- 2024**
 - October**
 - Draft of the urban regeneration plan was released by the **municipal executive** for public consultation (formal participation procedure)
 - Public consultation period took place from October 8 till November 19 for all stakeholders/**residents**, the **municipality** offered different options for the public to respond to the draft plan
 - November**
 - The **municipality** drafted an Explanatory Memorandum
- 2025**
 - January**
 - The **municipal executive** adopted the draft regeneration plan and the Explanatory Memorandum
 - April**
 - On April 2, 2025, the **municipal council** adopted the regeneration plan

Figure 9: Timeline of the planning and participation process in the Wildemanbuurt (Own work, 2025)

4.3.3 Urban regeneration plan

The urban regeneration plan for the Wildemanbuurt concerns the northern part of the neighbourhood (Figure 10). All 656 social housing units will be demolished, and between 1200 and 1300 homes will be rebuilt. Of the new apartments, approximately 47% will be social housing, 33% will be mid-range rental, and 20% will be private sector. This will create a mix of housing, which is intended to attract different target groups and stimulate a population mix. Each residential block will have a unique design to prevent homogeneity.

Sustainability of the neighbourhood is also a main priority, with the plan following broader municipal ambitions for climate adaptation and gas-free housing connected to the heating network of the city. As the regeneration involves a large number of homes, the demolition and construction process has been divided into seven phases. The first phase is expected to start in 2027, and the total regeneration will take between ten and fifteen years.

Besides the homes, the public space will also be addressed. The total area of green space will be expanded, and more playgrounds will be added. To achieve this, research will be conducted into whether the number of parking spaces can be reduced, which aligns with the municipality's vision for less car traffic. All current residents will retain the right to their parking permit if they return to the neighbourhood, while new residents will not receive a permit (Municipality of Amsterdam, 2025b). In Figure 11 the development plan map for the regeneration is shown.

Since the neighbourhood's liveability is currently perceived as poor and residents are calling for improvements, the urban regeneration plan focuses not only on the physical plan, but also on a social plan. This social plan includes making spaces available for small businesses and amenities. In addition, the city district has established a neighbourhood action team [Wijkactieteam], which works on liveability initiatives during the demolition and construction period. Social safety is another point of attention. Residents have complained about lack of safety and loitering youth. A dedicated space has been created for young people to gather. Furthermore, a strategy has been established to disrupt criminal networks in the neighbourhood.

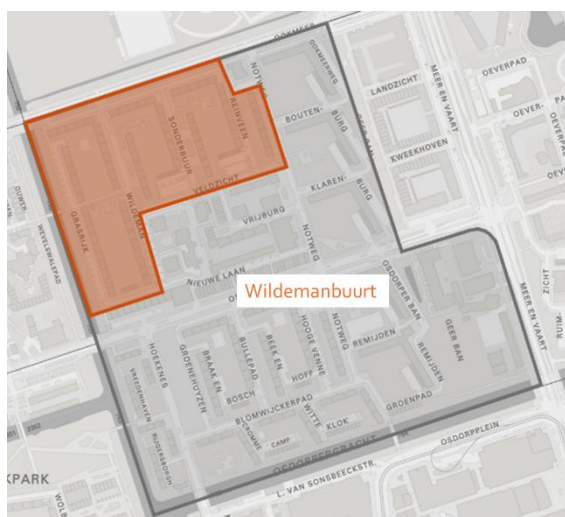


Figure 10: Map of the regeneration area Wildemanbuurt (Own work, 2025)



Figure 11: Map of the urban development plan Wildemanbuurt (Municipality of Amsterdam, 2025b)

4.4 Ruychaverkwartier

This paragraph follows the same structure as Section 4.3. It first describes the history of regeneration plans in the Ruychaverkwartier is described, then outlines the current participation process, which is visually presented in a timeline in Figure 13, and concludes with a description of the main elements of the adopted regeneration plan.

4.4.1 Previous regeneration plans

Also, in the Ruychaverkwartier, the process leading up to the renewal project was not without difficulties. In 2013, a national Energy Agreement for Sustainable Growth was signed to promote sustainability in social housing (Ministry of Economic Affairs, 2024). Various parties in the Netherlands joined an initiative that had developed the net zero energy program [Nul-op-de-meter]. By improving the insulation of outdated rental homes and installing solar panels, the annual energy consumption and generation were expected to balance out to zero.

Housing corporation *Eigen Haard* also joined the initiative and, in 2017, started a pilot renovation project in the Ruychaverkwartier (Municipality of Amsterdam, 2024a). Initially, the housing corporation had sufficient resident support for the plan, but shortly after the work began, significant resistance emerged. The renovation was carried out while residents were still living in their homes, and they were informed in advance about the expected duration of the renovation. In practice, however, the contractors failed to meet the schedule, leaving residents to endure ongoing renovations for much longer than promised.

In addition, complaints arose about the quality of the renovation. Residents in the other half of the residential block witnessed this and withdrew their earlier consent. Another contributing factor was the increase in housing costs after the renovation. As a result, residents took *Eigen Haard* to court in 2019, where the court concluded that the corporation could not guarantee stable rent prices. The project was subsequently halted overnight (Figure 12). Until the start of new plans, there was no communication between the residents and *Eigen Haard*. “It was a kind of hostile radio silence between *Eigen Haard* and the residents” (*Eigen Haard*, personal communication, June 19, 2025).



Figure 12: Photo of the partly renovated building Ruychaverkwartier (Own photo, 2025)

4.4.2 Planning and participation process

In 2019, a principle decision [principebesluit] was made by the municipal executive for the demolition and new construction of the Ruychaverflat. *Eigen Haard* expanded this project to include the five building blocks south of the Ruychaverflat, shown in Figure 14.

In December 2021, *Eigen Haard*, together with residents and residents' committees, resumed plans for the regeneration. Conversations took place, and a resident survey conducted by *Eigen Haard* was carried out to gather housing preferences. *Eigen Haard* had indicated that they would accommodate the residents' wishes. 80% of households completed the survey, and of those, 65% to 72% were in favour of demolition and new construction (Municipality of Amsterdam, 2024a). The Municipality of Amsterdam was involved as the regeneration plans would have a significant impact on the living conditions and public space.

In October 2022, *Eigen Haard* and the municipality jointly organized two walk-in meetings for residents from the project area. At these meetings, residents could indicate their preferred mood boards on presentation displays and ask questions to representatives from the municipality and *Eigen Haard*. A total of 34 households attended these meetings. The input provided was incorporated into the renewal plan. Special attention was given to the children in the neighbourhood: a design afternoon was organized where children could draw their dream street. They expressed a desire for more play areas in the neighbourhood, which was subsequently included in the plans.

The Ruychaverflat features a long plinth with businesses and facilities. To identify the wishes and needs of residents regarding this plinth, the municipality and *Eigen Haard* engaged an external participation agency, *PLYGRND.city*. This agency conducted a neighbourhood survey in July 2023, and the results of this survey were used in the development of the urban regeneration plan (Municipality of Amsterdam, 2024a).

From December 27, 2023, to February 14, 2024, residents could respond to the draft urban plan. During this period, two walk-in meetings were held where residents could react on the plans. Residents were informed about this via a letter. Additionally, some residents made use of the opportunity to speak during district committee meetings. On July 17, 2024, the urban plan and investment note were adopted by the city council.

Timeline

Urban Regeneration Ruychaverkwartier

Planning
Participation

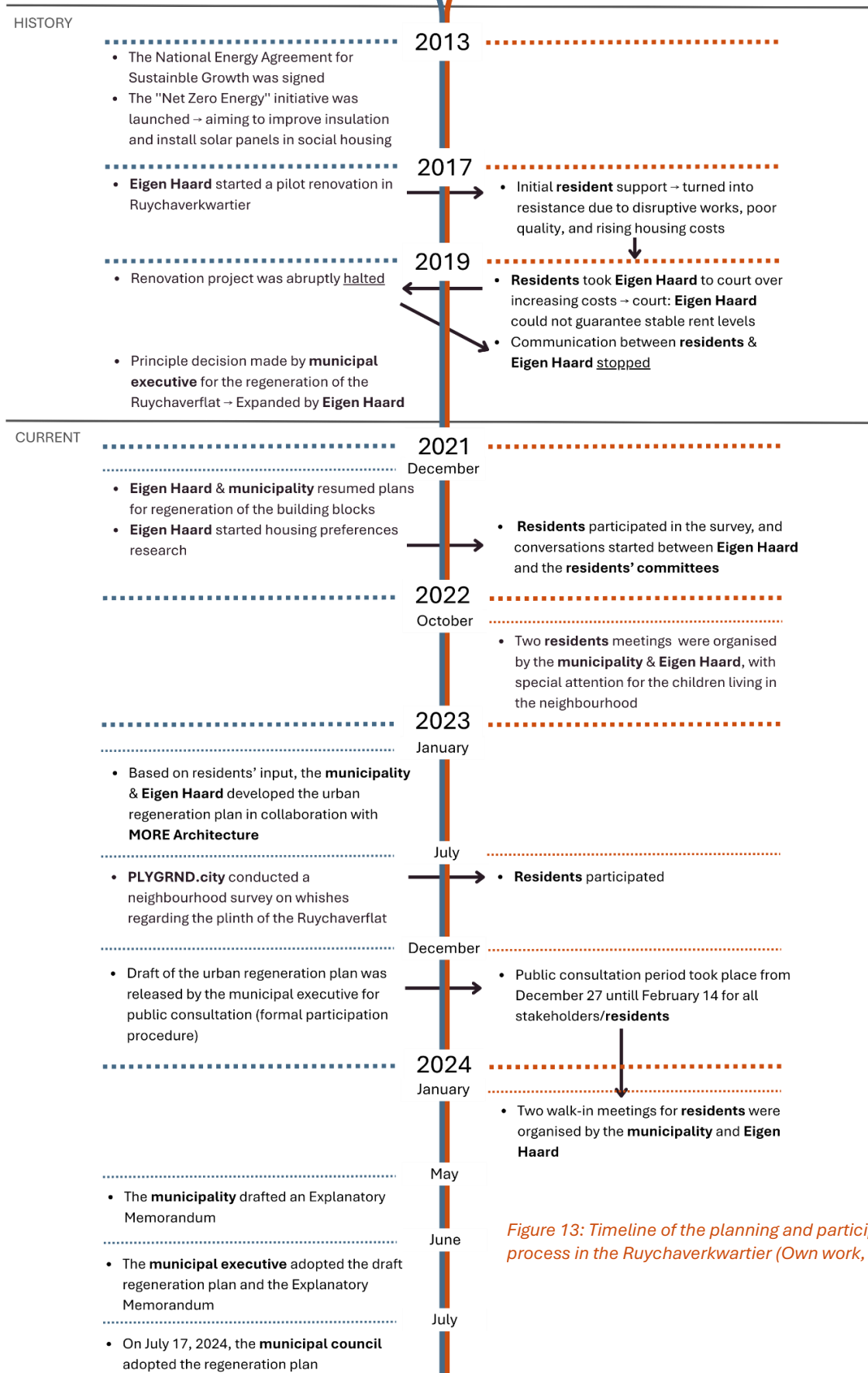


Figure 13: Timeline of the planning and participation process in the Ruychaverkwartier (Own work, 2025)

4.4.3 Urban regeneration plan

The urban regeneration plan for the Wegener Sleswijkbuurt concerns the northern part of the neighbourhood, known as the Ruychaverkwartier, shown in Figure 14. All 237 social housing units in the plan area will be demolished, and 430 new homes will be constructed. The same number of social housing units will be replaced, approximately 190 mid-range rental homes will be built, and several wheelchair-accessible homes will be built. The distribution will be 55% social housing and 45% mid-range rental housing (Municipality of Amsterdam, 2024a). The homes will differ in size, creating a housing mix for different target groups, similar to the Wildemanbuurt. The construction is divided into two phases: phase 1 consists of the five vertical building blocks, and phase 2 includes the block that lies crosswise to them, also known as the Ruychaverflat. As in the Wildemanbuurt, the new apartments will be gas-free and connected to the city district's heating network. The demolition of the first apartment buildings is scheduled to start in 2027, and if the schedule can be followed, all homes will be completed by 2031.

For the public space, the quality of green areas is a key priority, and new trees will be added to the neighbourhood. New playgrounds will be developed, and the traffic situation will also change. Currently, the streets are two-way, but they will be adjusted to become one-way streets. The same parking rules as in the Wildemanbuurt will apply here, new residents will not receive a parking permit. In Figure 15 the development plan map for the regeneration is shown.

Unlike the plan for the Wildemanbuurt, the regeneration plan for the Ruychaverkwartier does not include a separate social plan. However, the social vision is briefly addressed. It states that meeting places will be created for the neighbourhood, and social workers will provide assistance to residents.

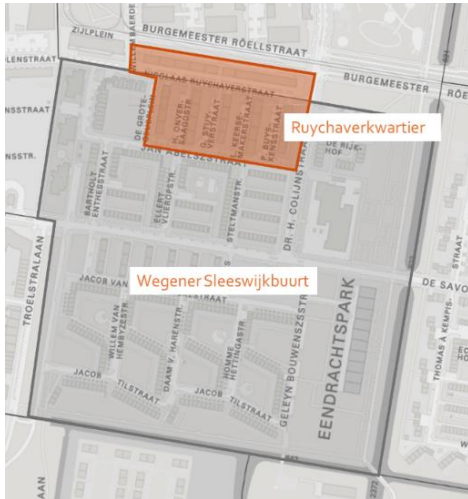


Figure 15: Map of the regeneration area Ruychaverkwartier (Own work, 2025)



Figure 14: Map of the urban development plan Ruychaverkwartier (Municipality of Amsterdam, 2024a)

5. Results

This chapter presents the empirical findings of the research, based on the ICP framework discussed in Chapter 2. The document analysis, interviews, focus groups and observations provide insight into the way in which the municipality and housing corporations involves residents in urban planning practices. Where possible, the two cases of the Wildemanbuurt and Ruychaverkwartier are connected and compared. Starting with the policy and legal frameworks from the municipality as these are the formal basis of how the City of Amsterdam in their vision would like to deal with issues on inclusion, cultural diversity and resident participation. Followed by the analysis of the planning and participation processes of the two cases in practice.

5.1 Policy and Legal Frameworks

The policy documents that are described in Chapter 4 are analysed based on the elements of ICP. The results of the analysis are presented in this section.

5.1.1 Inclusion and Anti-Discrimination Policy

As described in Chapter 4.1.1, the municipality has developed a policy framework for the Inclusion and Anti-Discrimination Policy. In this policy, two ambitions are formulated. The first ambition is to combat discrimination and the prejudices that underlie it. To achieve this, the municipality aims to increase knowledge about the effects of discrimination by highlighting the impact and consequences that people experience. By increasing empathy and mutual understanding, prejudices can be minimized (Municipality of Amsterdam, 2023c). Therefore, the municipality organizes meetings and creates spaces where dialogue can take place between different groups of residents.

The second ambition concerns the emancipation and empowerment of Amsterdam's residents, striving for an equal position for all groups in the city. *"Individuals, groups, and organisations who make their voices heard and work towards greater equality, can count on the municipality's support. With this, we want to contribute to the power of networks of groups that are emancipating or 'empowering' themselves to bring about social change"* (Municipality of Amsterdam, 2023c, p.11).

Furthermore, the policy framework aims for better representation during participation processes. The municipality considers it important that everyone has the opportunity to contribute ideas to the development of policy and the city. Special attention should be given to groups that currently do not always have the opportunity to make their voices heard (Municipality of Amsterdam, 2023c). This is intended to include a greater number of perspectives in decision-making. To ensure that everyone can participate, the framework states that communication should be inclusive in use of language and images.

Through its first ambition, the municipality is already striving for two of the three principles for an intercultural city established by White (2018): the prevention of discrimination and the facilitation of intercultural dialogues. This is done to increase knowledge and mutual understanding of different cultures, which relates to the concept of cultural literacy and competences (Wood & Landry, 2008; Cattle, 2012; Werner et al., in-press). However, the policy primarily focuses on residents, while paying less explicit attention to increasing cultural competences of civil servants.

With the second and third objectives described above, the municipality focuses on the city's inclusivity and recognizes the importance of participation. It distinguishes between the forms of

participation acknowledged in the theoretical framework, namely social and resident participation. By striving for inclusive participation using accessible communication for everyone, this municipal policy touches on the themes of (Community) Participation and Governance and Multilingualism/Multiculturalism from the ICP framework. Nevertheless, while the ambition of inclusivity is clearly stated, the policy provides no concrete guidance on how inclusive communication can be reached in practice. This gap highlights the tension between policy intentions and implementation, a recurring theme in ICP.

5.1.2 Participation Policy

In the participation policy of the municipality of Amsterdam, a distinction is roughly made between two forms of resident participation: formal and informal participation (Municipality of Amsterdam, 2021). The formal procedure takes place through a public consultation procedure, which occurs at the end of the informal participation process. This procedure always follows a fixed process, in which the plan is available for public consultation for at least six weeks, and residents can respond to it. Subsequently, the municipality responds to all reactions and processes them in an Explanatory Memorandum [Nota van Beantwoording].

The informal participation process includes various methods to involve residents, depending on the amount of policy space available. With a lot of policy space, it is possible to give residents more say, than when there is less policy space and residents can exert less influence. This is in line with the Spectrum of Public Participation developed by IAP2 (Antwi et al., 2025), discussed in Chapter 2, which argues that a higher level of participation is not always the most suitable option. The policy framework further emphasizes that the purpose of participation, the forms of participation, and the degree of influence residents can exert must always be communicated clearly and transparently.

Additionally, the policy framework states that it is important for civil servants to have knowledge of the relevant neighbourhood by understanding the residents' lives and knowing which previous projects have taken place. The importance of the area-oriented approach is confirmed during an interview with a neighbourhood coordinator at the municipality: *“The idea behind the area-oriented approach is that you no longer invent everything at the city hall, but that you engage with the community in the neighbourhood and maintain a network there, and based on what is going on in a neighbourhood, you then set politically determined priorities”* (Municipality of Amsterdam, personal communication, April 28, 2025). The role of the municipal neighbourhood coordinator [gebiedsmakelaar] is important and has a connecting function, they are closely involved in the neighbourhood and aware of the local actors. The area-oriented way of working can be linked to the concept of cultural literacy described in Chapter 2 and is seen in the scientific literature as an essential element of ICP. While cultural literacy focuses on understanding different cultures and knowing how to engage with people from diverse backgrounds, the area-oriented approach emphasizes awareness of which groups coexist within a neighbourhood. This allows the application of appropriate cultural literacy and the provision of customisation, that preserve cultural sensitivity.

The participation ordinance builds on the policy framework by explicitly naming the requirements that a participation plan and, therefore, the participation process must meet. A point of attention in the ordinance concerns the representativeness and inclusion of residents in participation processes (Municipality of Amsterdam, 2024b). Project teams should pay extra attention to involving underrepresented groups of residents and should not think that if there are few reactions, the participation is fine, and they can proceed. Especially when there are few reactions,

more effort should be made (Municipality of Amsterdam, personal communication, 16 June 2025).

With the obligation for project teams to draw up a participation plan, they are also indirectly forced to think more carefully about the choices they make and how to involve residents in the right way. *“I believe it will lead to better participation processes and, hopefully, happier residents who feel that their input could mean something, and that it is not ignored. And if nothing is done with it, the final report explains it in a clear and transparent way”* (Municipality of Amsterdam, personal communication, June 11, 2025).

To involve the underrepresented groups, the ordinance, like the policy framework on Inclusion and Anti-Discrimination Policy, mentions that understandable language and communication are required in participation. However, the ordinance specifies how this can be implemented. For example, the project teams can use multilingual communication or look for participation methods where the focus is not on listening and talking. Despite this, in an interview with a project manager of the municipality, it was expressed that the communication department has a policy focused on communication in Dutch. *“The Department of Communication says you should communicate in Dutch or English. They do not have a policy on the usage of multiple languages”* (Municipality of Amsterdam, personal communication, June 11, 2025). This shows that while the municipality has taken a step towards a more inclusive government in its policy with a legal framework that pays attention to inclusivity in participation, the implementation of this policy needs to be further worked out across the various departments.

5.2 (Community) Participation in urban regeneration

This paragraph describes the findings of the planning and participation processes of the two examined regeneration projects, obtained through interviews, observations and photovoice project related to the cluster (Community) Participation of the ICP framework.

5.2.1 Trust

As described in Chapter 4, both neighbourhoods have a history of regeneration plans that were either not implemented or only partially carried out. In both neighbourhoods, this history resulted in mistrust among residents towards the municipality and housing corporations. Despite this, residents in the Wildemanbuurt took the initiative to show the institutions their living situation and asked for regeneration. The residents' initiative was quickly embraced, and from the start of the new regeneration plans, residents were closely involved and co-decided in the first phase of decision-making. In addition, the municipality and housing corporation *Stadgenoot* have been present at every organised consultation hour from the beginning: *“Much effort was made, that was really appreciated. It really restored the confidence”* (Municipality of Amsterdam, personal communication, June 11, 2025).

In the Ruychaverkwartier, it was the municipality that designated the Ruychaver apartment building as a renewal area (Figure 16), and *Eigen Haard* included the adjacent apartment buildings in the renewal plans (Figure 17). The resident committees and residents were approached to contribute their ideas once more information about the plans became available. Because the plans were already in place, the resident committees felt they could not co-decide and their opinions were being disregarded (Resident Ruychaverkwartier, personal communication, July 1, 2025).



Figure 17: Photo of the Ruychaver apartment building (Own photo, 2025)



Figure 16: Photo of one of the adjacent apartment buildings in the Ruychaverkwartier (Own photo, 2025)

However, the relationship with and trust from residents in the institutions is one of the preconditions for a successful participation process and considered by Werner et al. (in-press) as one of the components of the (Community) Participation cluster in ICP. During participation processes, trust ensures that if any mistake is made, it can be restored more easily and residents will not repeatedly bring up the mistake (Municipality of Amsterdam, personal communication, April 28, 2025). This starts even before the participation process, by treating residents well and taking their complaints seriously. Many housing corporations and the municipality have long neglected residents' complaints about public space, insulation, mold and damp, and therefore they start at a disadvantage (expert on participation, personal communication, May 8, 2025). This argument was confirmed during the group conversation with residents from the Ruychaverkwartier. They captured pictures of neglected public spaces in the neighbourhood. Figure 18 shows a photo of a small sinkhole in the neighbourhood, which was reported to the municipality. Two years have now passed, and the issue has not been resolved. One of the residents stated that sometimes it takes a very long time before a report is acted upon, while other times it is solved quickly. The resident indicated that they felt that, as a resident, you have to be very persistent and outspoken to get anything done (group session Ruychaverkwartier, July 10, 2025).



Figure 18: Photo of neglected public space in the Ruychaverkwartier (taken by a participant of the photovoice project, 2025)

5.2.2 Factors influencing participation

The lack of trust was also one of the reasons cited during this study by the residents from both neighbourhoods for whether or not to participate in the regeneration projects. During short conversations on the street, it was mentioned multiple times that it had so often been promised that the neighbourhood would be renovated, but nothing had ever changed. Residents therefore questioned why it would be different this time and felt that participation would not make any difference.

In addition, some residents are not concerned with the regeneration plans, because they have other priorities: *“people are busy surviving”* (Resident Wildemanbuurt, personal communication, May 13, 2025). Other reasons that came up in both cases include the abstractness of regeneration plans and the complicated processes related to them, not knowing how to participate, lack of interest, language barriers, and lack of time. One closely involved resident stated: *“I only had a three-week period without participation meetings during which I could travel with my camper”* (Resident Wildeman, personal communication, April 25, 2025). This illustrates how demanding participation can be, even for residents who are highly engaged. For others, who may not have the same time or other priorities, the intensity of the participation process can therefore become an important barrier to involvement.

However, the main reason given in both neighbourhoods for participation in the development of the neighbourhood is the sense of neighbourhood engagement. It is about knowing what is happening in the neighbourhood and feeling responsible in contributing to a pleasant living environment. A resident of the Ruychaverkwartier indicated that she feels her input is being heard and operates on the following thought: *“If you don’t try, it definitely won’t happen”* (Resident Ruychaverkwartier, personal communication, July 2, 2025).

5.2.3 Participation process

The participation processes in both neighbourhoods consisted of formal and informal parts. The formal part, as described in Section 5.1.2, was conducted in the same way. However, the informal part of the processes was different.

Both neighbourhoods had a similar beginning phase, which involved surveying residents’ housing preferences (renovation or demolition and construction of new apartments). In the Ruychaverkwartier, this was carried out by the housing corporation, whereas in the Wildemanbuurt, a conscious decision was made to have an external agency perform this work: *“For more independence, otherwise residents would think it is your own research and that it is all biased”* (Municipality of Amsterdam, personal communication, June 11, 2025).

Differences can be found in the collaboration among the actors involved, and therefore also in their roles. In the Ruychaverkwartier, following the housing preference survey, two participation meetings were organised by *Eigen Haard* and the municipality. Residents could express their preferences for the neighbourhood’s design at these meetings. In addition, conversations about the social plan took place between the resident committee and *Eigen Haard* for each phase of development. The social plan for phase 1 has been drafted, and discussions with the resident committee of phase 2 are currently taking place. The collaboration on the phase 1 social plan has restored trust in *Eigen Haard*, as it went well and the resident committee, among other things, secured additional budget for new pots and pans. This was necessary because the transition to gas-free houses required new cookware (Resident Ruychaverkwartier, personal communication, June 26, 2025).

In the Wildemanbuurt, as previously mentioned, groups of residents were involved in the decision-making from the start. The *Actiegroep Wildeman*, residents' committees, and neighbourhood association were allowed to co-decide on behalf of the residents in the choice of the participation and urban planning agency. Subsequently, in their role as a Co-thinking group, they were also able to contribute to the urban development plan. The weekly consultation hours of the action group and later the monthly Meet Ups were held for residents to stay informed, and they could also provide input on the plans through various activities during the Meet Ups.

The Meet Ups were made as accessible as possible by reiterating what had been discussed in previous meetings and by being very transparent about the progress of the regeneration plans. This ensured that residents knew exactly what was happening. The topics discussed did not only cover the regeneration of the homes themselves but also included other issues affecting the neighbourhood. This was evident at the two observed Meet Ups, one focused on art in the neighbourhood and how residents could contribute to it, while the second focused on realising a place for young people to gather. At the latter, many local youths were present to share their stories and engage in conversations with older residents, which increased mutual understanding among the residents.

However, it is important for the municipality or housing corporation to carefully consider what is discussed during participation meetings. For many residents, the main priority is their new home, and it is often not clear yet whether they will remain living in their current neighbourhood (Resident Ruychaverkwartier, personal communication, June 12, 2025; Residents Wildemanbuurt, personal communication, June 23, 2025). Therefore, topics such as art might be better discussed at a later stage. A representative from *Stadgenoot* noted: *"Those Meet Ups, I would have approached them differently, by mentioning clearly when it's about the homes, the people, and their future. And all the peripheral matters, the tree, which many people also consider important, by the way, but you really should address that at a different time. And the art, everything else that comes with it"* (Stadgenoot, personal communication, May 8, 2025). A similar comment was made by a resident of the Ruychaverkwartier: *"People don't think about greenery. Most people I know who live here, they don't care if it will be greener later or if there will be trees or insects. So fewer people will respond to that than if it's really about the housing"* (Resident Ruychaverkwartier, personal communication, July 2, 2025).

The level of influence the *Actiegroep Wildeman*, residents' committee, and neighbourhood association had on decision-making can be considered equal to that of the municipality and the housing corporation. When choosing the urban planning agency, there was initially a division of opinions, the municipality and housing corporation preferred a more experienced agency, while residents wanted an agency where the architect was from the neighbourhood itself. An involved member of the residents' committee stated that their wishes were heard: *"In the end, they gave in, so our choice was respected"* (Resident Wildemanbuurt, personal communication, April 25, 2025).

The fact that so much space could be given to residents' input in the Wildemanbuurt also has to do with the frameworks that were set in advance. The project manager was given a *carte blanche* by the municipal mandator to organise the process as he thought was needed: *"The municipal mandator gave me a carte blanche and said, 'Go work on this. I don't know how you'll do it, but do it.'" (Municipality of Amsterdam, personal communication, June 11, 2025).*

The importance of having broad frameworks to organise participation in a way that suit with the neighbourhood was also emphasised in an interview with a democracy advisor from the

municipality. They mentioned a successful example of a square in Nieuw-West that needed to be redeveloped. The assignment gave room to experiment with forms of participation. This flexibility made it possible to organise a neighbourhood breakfast, where the focus was not directly on the redevelopment, but it did come up. As a result, the breakfast fostered neighbourhood engagement (Municipality of Amsterdam, personal communication, June 11, 2025).

A distinction can therefore be made between the level of participation in the two neighbourhoods. In the Ruyschaverkwartier, the levels ‘inform and listen’, ‘respond’ and ‘advise’ can be identified. While in the Wildemanbuurt, it went a step further, and the residents collaborated closely with the municipality and housing corporation, which can be considered as collaboration and co-creation.

5.2.4 Representativeness of participation process

Participation processes serve to develop widely supported plans that reflect residents’ wishes, through collaboration among the actors involved. The ambition is to achieve participation that is as representative as possible and engaging the maximum number of residents (Municipality of Amsterdam, personal communication, June 2, 2025).

However, a relatively low turnout was observed at participation meetings in both projects compared to the number of homes in the neighbourhoods. In the Ruyschaverkwartier, 34 of 237 households were consulted at the participation meetings in 2022, and at the two observed sessions in June 2025 about public space, a total of 20 households were present. The same applies to the Meet Ups in the Wildemanbuurt, with an average attendance of 50 to 60 people, while the project involves 656 households. On the other hand, the presence of different cultures was well represented, as people from various backgrounds consistently attended the Meet Ups (Municipality of Amsterdam, personal communication, June 2, 2025). The two observed Meet Ups this year also showed a diversity of cultural backgrounds. Another notable observation was that the majority of attendees were women. This was also confirmed by residents who had attended previous Meet Ups (Residents Wildemanbuurt, personal communication, June 23, 2025). During a brief street conversation, a middle-aged father and his daughter explained that the mother usually attends the Meet Up on behalf of the family because the father is working at the time of the Meet Up (on Tuesday evening).

The residents’ committees in both neighbourhoods mainly consist of a mix of people with and without a migration background, including Moroccan and Turkish backgrounds. These are also the most common backgrounds among the neighbourhood residents (Table 8). In the residents’ committee for phase 1 in the Ruyschaverkwartier, the members with a Dutch background were older, while those with a Moroccan or Turkish background were middle-aged mothers. According to the housing corporation, this created a good balance: *“If one of those older people started to complain a bit, they would be rightly called out and addressed with, no we’re going to talk about this now, don’t dwell on the past. Well, that person would then also change their mind, you know. So I thought that was a beautiful dynamic”* (Eigen Haard, personal communication, June 19, 2025).

However, some critical remarks must be made about representativeness. Firstly, the regeneration projects are long-term projects that will double the number of homes in the neighbourhoods. The wishes of future residents cannot currently be taken into account: *“As the residents’ committee, we decide for the people who will live here in the future. And those are not just people who are returning to the neighbourhood, but also new people. So, I can well imagine them saying we will reconsider things and ask those people later. So, this participation is not entirely sound”* (Resident Wildeman, personal communication, April 25, 2025).

Moreover, in the Wildemanbuurt, the *Actiegroep Wildeman* has received considerable attention, which is logical in a way, as they initiated the regeneration. But as a result, the perspective of residents who were against demolition is sometimes missing. A participant in the photovoice project in the Wildemanbuurt explained this showing a photo (Figure 19) of another area in Nieuw-West where urban development is scheduled to take place. A theatre will be demolished against the wishes of the residents, which makes the residents feel unheard and excluded. The resident used this example to draw a connection to the regeneration project in the Wildemanbuurt. In the housing preference survey conducted by *STIPO*, a narrow majority, 54%, of households participated. Of that 54%, 77% were in favour of demolition and new construction. But the other 45% of households were not heard at all (group conversation Wildemanbuurt, July 9, 2025).



Figure 19: Photo of another place of regeneration in city district Nieuw-West (taken by a participant of the photovoice project, 2025)

5.3 Governance and Multilingualism/Multiculturalism

This paragraph describes the findings of the planning and participation processes of the two examined regeneration projects, obtained through interviews, observations and photovoice project related to the cluster Governance and Multilingualism/Multiculturalism of the ICP framework.

5.3.1 Multilingualism

Despite the representativeness that has been achieved, this does not imply that no attention was given to ensuring the involvement of as many residents as possible or to promoting the inclusive actions of the housing corporations and the municipality.

Language is an important element and is, as mentioned earlier, seen as one of the obstacles to participation for residents in both cases. To lower the language barrier, project team members who spoke multiple languages were engaged in both neighbourhoods. Often, family members, neighbours, or members of resident committees could also translate if necessary (Municipality of Amsterdam, personal communication, June 16, 2025). Using family members seems like a good solution, but it can also have the opposite effect. At one of the observed Meet Ups, a young child, about nine or ten years old, was brought along to act as an interpreter for their parents. The prevailing thought is that children should not be burdened with responsibilities related to their parents' concerns about the regeneration (Stadgenoot, personal communication, May 8, 2025; Municipality of Amsterdam, personal communication, June 11, 2025).

5.3.2 Inclusive governance

In addition, participation meetings were organised on multiple days and at different times. Residents in the Ruychaverkwartier experienced this as helpful, as it made it possible for them to attend the meetings when they otherwise would not have been able to (Resident Ruychaverkwartier, personal communication, July 2, 2025). Choosing the right moments for participation requires a tailored approach for each area. The interviewed communications advisor from the municipality mentioned in the interview that in Nieuw-West, meetings are often well attended around three or four o'clock in the afternoon, and then attendance drops off. A possible explanation given for this is that a lot of people in Nieuw-West work in shifts, and, for example, a taxi driver might work a lot in the evening (Municipality of Amsterdam, personal communication, June 2, 2025). Another example of an area and culture-based approach that was mentioned is bringing children to participation meetings: *“You also see a lot of mothers with children. They just come during the day with their kids. So, especially, if you organise the participation meeting, and certainly if you organise it more during the day or early evening, I always make sure there’s something for the kids to do. I’m not familiar with this as a person with a Western background; I wouldn’t necessarily bring my children that quickly. But apparently, it is more common in Islamic culture or something. I’m not sure, I’m probably generalizing. But it is much more common to just bring your children”* (Municipality of Amsterdam, personal communication, June 2, 2025).

Another aspect that came up several times is the inclusivity of the participation process itself, in terms of knowledge and resources needed to properly represent the neighbourhood. This is particularly relevant for the resident committees, who are most often in dialogue with the municipality and housing corporations. For the resident committees in the Ruychaverkwartier, the regeneration process was something they had never experienced before, and as a result, they were not well-informed about the procedures involved. It is a complicated process, and it is important for them to know when and how they can exert influence (Resident Ruychaverkwartier, personal communication, July 1, 2025). To assist the residents, the project managers of the Ruychaverkwartier explained to them the important points to make during opportunities for input with the alderman: *“A kind of coaching of, when the alderman comes, you have five minutes. You have to say the essence very quickly. And some understood it. And then they started practicing. One, two, three, four”* (Municipality of Amsterdam, personal communication, June 16, 2025).

In the Wildemanbuurt, this played a lesser role because the first resident committee was established in 2012 and thus already had a lot of knowledge and experience that they could pass on to the other resident committee (Resident Wildemanbuurt, personal communication, May 13, 2025).

5.3.3 Cultural sensitivity

Furthermore, the parking policy caused a lot of resistance in both the Ruychaverkwartier and the Wildemanbuurt regarding the regeneration plans. The way the municipality handled this can ultimately be considered inclusive. Initially, the city’s parking policy stated that residents returning to the neighbourhood after the renewal would lose their right to a parking permit. This drew a lot of criticism in both neighbourhoods, as many residents of Nieuw-West are dependent on their cars for their jobs at the Schiphol Airport or as taxi drivers, but also for doing groceries. This created a feeling that policy-making was focused on the centre of Amsterdam, but not on the city’s outskirts: *“They discuss everything for the area within the city ring, that’s what they usually look at. But we live a bit on the edge of the city, and that’s not always taken into account. For us, everything is more difficult. Accessibility, job opportunities, schools, you name it. But when*

something needs to be decided or a new rule or law is made, they usually look at that area” (Resident Ruychaverkwartier, personal communication, June 26, 2025).

Figures 20 and 21 show the presence of cars in both neighbourhoods observed during neighbourhood observations.



Figure 20: Photo of the presence of cars in the Wildemanbuurt (Own photo, 2025)



Figure 21: Photo of the presence of cars in the Ruychaverkwartier (Own photo, 2025)

The project managers of the Ruychaverkwartier responded by inviting the policymaker to a discussion with the residents. This is something that is not often done: *“Then we also invited people from the central parking policy department. They usually design and implement policy from behind a desk and almost never come into contact with residents. That was a bit tough for them, too. I know that for the first informal one, the lady, our colleague, was very willing to come, but in the end, she didn’t show up at the last minute. She had also heard that a lot of people were negative. But she did come to the other participation meeting. We really told her, we need you, you have to come. We can’t explain the policy, we didn’t develop it. It is just bizarre to have to explain something when you don’t know the ins and outs. Plus the administrator. And that worked well”* (Municipality of Amsterdam, personal communication, June 16, 2025).

In the Wildemanbuurt, a similar approach was taken by inviting a parking policy officer to the Meet Up to present their side of the story to the residents.

Moreover, employees of the municipality and housing corporations are encouraged to increase and develop their own knowledge of different cultures by taking training courses. At both the municipality and housing corporations, there is a training budget available per employee for courses. However, taking training on different cultures is not mandatory, but rather mainly the employee’s own decision to take part in these courses (Stadgenoot, personal communication, May 8, 2025; Municipality of Amsterdam, personal communication, June 2, 2025).

Finally, an example that further emphasizes the importance of ICP. The regeneration project for the Ruychaverkwartier is currently already in a following up phase, where the apartment floor plans are being considered. Floor plan sessions were held with residents, where different preferences emerged depending on the residents’ cultural backgrounds. Initially, *Eigen Haard* planned for open kitchens, but residents indicated that a closable kitchen is desired in their culture. *Eigen Haard* subsequently investigated this option and now plans to offer the possibility that homes can have multiple layouts (Eigen Haard, personal communication, June 19, 2025).

5.4 Comparison of the two urban regeneration projects

This final paragraph offers an overview of the similarities and differences between the two regeneration projects (Table 9).

Table 9: Overview of similarities and differences between the two regeneration projects (Own work, 2025)

Theme	Wildemanbuurt	Ruychaverkwartier
(Community) Participation		
<i>Start of regeneration project and involvement of residents</i>	The initiative came from the residents; directly from the start the residents were involved. There were no pre-set frameworks for resident participation, which gave the project team a lot of space to set up the participation process	The initiative came from the municipality and housing corporation; residents were involved at a later stage, by which time the frameworks for participation had already been decided
<i>Trust</i>	Through close collaboration between municipality, housing corporation and (active) residents and presence of both institutions during meetings, trust was restored	As the residents were involved at a later stage, they felt unheard. Trust was partly restored during the participation process
<i>Factors influencing participation</i>	Reasons mentioned for (non)participation were the same in both neighbourhoods; neighbourhood engagement, other priorities, time intensive, language, distrust due to broken promises in the past	
<i>Participation process</i> - Formal participation	The formal part of participation process was the same in both neighbourhoods. Differences can be found at the informal part of the participation process	
- Informal participation	Residents could participate in selection of the planning and participation agency, housing preferences survey, weekly consultation hours were organised → Monthly Meet Ups	Residents could participate in the housing preferences survey, two participation meetings and a survey about the plinth of the Ruychaver apartment building
<i>Level of participation</i>	Informing, consulting, advising, collaboration and co-creation	Informing, consulting, and advising
<i>Representativeness</i>	In both neighbourhoods, there was a relatively low attendance at participation meetings, residents' committees consists of residents with differing cultural backgrounds	
<i>Resident knowledge of participation processes</i>	One of the residents' committees had prior experience with participation and could inform the other residents (committee)	Both residents' committees had no experience on participation processes, which made it more difficult to effectively participate, project managers supported the residents

Governance and Multilingualism/Multiculturalism	
<i>Multilingualism</i>	In both neighbourhoods, language issues were solved by the support of other residents, family and project team members
<i>Cultural sensitivity</i>	<p>In both neighbourhoods, issues about the city's parking policy emerged. The municipality responded on this by inviting colleagues from the parking policy department</p> <p>Trainings on knowledge about different cultures are offered by both the municipality and housing corporations, but not mandatory</p> <p>In the Ruychaverkwartier floor plans in the new homes will be adopted to the wishes of different cultures</p>

6. Conclusion, Reflection & Recommendations

The aim of this research was to explore how the principles of ICP can contribute to the development of more inclusive forms of governance within urban regeneration projects. Through a qualitative case study design, two urban regeneration projects in the Amsterdam city district of Nieuw-West were examined. The ICP framework of Werner et al. (in-press) was taken as a theoretical starting point, by examining three of the four clusters of the framework in the two cases.

In this final chapter, an answer is provided to the main research question, followed by a theoretical and methodological reflection on the research and suggestions are given for the praxis and future research.

6.1 Answer to the main research question

How can an inclusive governance approach, guided by the principles of InterCultural Planning, be valuable to resident participation in the regeneration processes of the Amsterdam neighbourhoods Wildemanbuurt and Ruyschaverkwartier?

The ICP framework by Werner et al. (in-press) offers governments and housing corporations with a structured approach for fostering inclusive governance in culturally diverse urban contexts. This research shows that the three studied clusters of the framework play an important role in how inclusive and accessible regeneration projects are perceived by various stakeholders.

Starting with the Policy and Legal Frameworks cluster, the Municipality of Amsterdam has developed policy documents with ambitions and objectives regarding inclusion, anti-discrimination, and participation. With these documents, the municipality aims to become a city in which all residents feel at home and have the opportunity to participate. This is a promising step towards an inclusive governance approach and aligns with the components of ICP. However, the research reveals that there are opportunities for improvement in integrating this policy across other departments. For example, while the policy documents stress the importance of accessibility and the usage of multiple languages, the communication department still primarily operates in Dutch.

A connection can be made to the second cluster, Governance and Multilingualism or Multiculturalism. Project teams experienced the lack of multilingual communication as an obstacle when trying to reach residents who do not have a good command of the Dutch language. This is confirmed by the residents, as they indicated that the language barrier hinders the accessibility of participation processes. Moreover, the case studies emphasized that policy only can be effective when it is aligned with the residents living in the diverse city districts, as indicated in the results section by the example of the parking policy. The population composition in the city centre, for example, differs from that in Nieuw-West, which influences not only policy integration but also choosing appropriate forms of participation and suitable moments of participation sessions.

The third cluster studied, (Community) Participation, showed the importance of trust during participation processes, highlighting that this should be considered not only during the process itself but in advance, to stimulate residents' willingness to participate. Besides this, the case of the Wildemanbuurt demonstrated that by offering multiple participation opportunities and a close collaboration between the municipality, housing corporation and residents, the latter feel heard, and their input is incorporated. A crucial requirement here is to avoid imposing too many

constraints on participation in the assignment given to project teams. This allows them the space to design the participation process that suits the specific situation or neighbourhood.

Taken together, the findings of this research show that an inclusive governance approach, guided by the principles of ICP, can strengthen resident participation in urban regeneration when its clusters and components are aligned and interconnected. Participation methods may be as creative as possible, but if they do not reflect the demographic composition of a neighbourhood, are not supported by multilingual communication, or are not offered at suitable times, their impact remains limited. The same applies to inclusive policies, without consistent integration across municipal departments, essential elements are missing to bring an inclusive governance approach to full realisation.

6.2 Theoretical reflection

Reflecting on the conceptual model presented in Chapter 2.5 as a visual representation of how the theoretical concepts in this study are interconnected, this paragraph reflects on the results of the study and their relationship with the theory.

First, the ideal scenario outlined in the conceptual model, where an inclusive governance approach starts with applying the clusters of the ICP framework (Werner et al., in-press), appears to be missing a preceding step. The results of the study have shown that a neighbourhood-oriented approach is crucial when developing a neighbourhood. This applies to all three clusters examined. Since city districts and neighbourhoods differ in their demographic composition and the availability of amenities, it is challenging to develop a single, uniform policy that suits the entire city. Furthermore, there are different customs among cultures to which participatory methods should be adapted. The same applies to the languages spoken, which depend on the backgrounds coexisting within a neighbourhood. Rather than taking the principles of ICP as the starting point, using the neighbourhood-oriented approach first allows the ICP clusters to be adapted to the specific neighbourhood. The Municipality of Amsterdam has already been practicing this for some time, for example by deploying neighbourhood coordinators who are aware of the existing networks in a neighbourhood, making it easier to establish connections with the community. This increases knowledge about neighbourhoods and the diverse cultures that coexist, leading to greater cultural competence, which in the literature is considered as one of the core elements of ICP and crucial for urban planners and civil servants (Wood & Landry, 2008; Cattle, 2012).

To elaborate on this, the emphasis on cultural competence in the literature is mainly placed on the knowledge of civil servants regarding residents and their cultures. To properly involve residents in regeneration projects, it is essential that they also possess knowledge about municipal participation processes and are aware of their opportunities to co-decide. In the interviews, limited knowledge about participation processes repeatedly emerged as one of the barriers to participation for residents, particularly those with a non-Dutch background, who are less familiar with these processes. Relatively little attention is paid to this in the literature, while, in the researcher's view, increasing this knowledge could contribute to the inclusiveness of participation processes. A suggestion is to include this under the term, *participatory competence*, as a component of (Community) Participation clusters within the ICP framework. Participatory competence can be defined as the ability of residents to understand the often complex and institutionally determined participation processes and subsequently to be able to participate in them in a meaningful way.

6.3 Methodological reflection

Looking back at the thesis process and the way the different methods were carried out in practice, several points of reflection should be considered when interpreting the results.

To start with the representativeness of the interviews. Four different groups of actors were interviewed, which provided a rich and comprehensive view of perspectives on the regeneration processes. However, a closer look at the characteristics of the residents interviewed, shows that residents between the ages of twenty and thirty years were not reached. Especially in the Wildemanbuurt, the average age of respondents was significantly higher compared to the age distribution in the neighbourhood, as shown in Table 6. This can be partly explained by the fact that residents were approached during participation meetings, which were primarily attended by middle-aged and older residents. Additionally, younger residents who were approached during neighbourhood visits indicated they had other priorities, and it is mainly older residents who are active in residents' committees. For the Wildemanbuurt case, the majority of the respondents had a Dutch background, with only one respondent from a different background. In the Ruychaverkwartier, however, a more diverse group of residents was interviewed. If the different cultural groups living in the neighbourhoods had been more strongly represented, the findings might have shown different needs and expectations regarding participation. However, within the limited time, choices had to be made to maintain a balance between the four actor groups studied.

To achieve a more diverse and representative group of residents in the research, the photovoice project with focus group sessions was set up, allowing residents to participate in accessible way by submitting photos. Unfortunately, it turned out to be more difficult than anticipated to find residents willing to participate. The various outreach methods did not lead to the hoped-for response (a focus group session of six residents per case). Residents who were spoken to often indicated that they had other priorities, and the timing of the project, just before summer holidays, made it difficult to reach the desired number of participants. Nevertheless, two residents in each neighbourhood were willing to participate in the photovoice project. A small group discussion was organised with these two residents per neighbourhood, which led to new insights that were not obtained from the interviews. Additionally, residents had the opportunity to get to know each other, as they normally do not come in contact with each other. If the desired response was reached, and bigger group conversations could have taken place, this could have resulted in a richer exchange of perspectives, more interaction, and a deeper understanding of how diverse groups experience participation and regeneration processes.

Furthermore, it is important to reflect on the researcher's dual role. During the internship, the researcher spoke with colleagues at the municipality about the regeneration projects in the two neighbourhoods. The participation project in the Wildemanbuurt, in particular, is regarded as a successful participation project within the municipality, because residents were truly given the opportunity to be involved in the process from the very beginning, and many occasions were organised for them to make their voices heard. To avoid researcher bias, it was essential to maintain a critical and objective stance. Conclusions were therefore based on the collected data rather than municipal narratives, though the risk of bias cannot be fully excluded.

6.4 Recommendations for practice

This research, as mentioned, is part of the larger PhD research project by Lennert Werner, which ultimately aims to develop a toolkit for urban planners to improve policies and planning practices, thereby making them more inclusive. Several initial recommendations for practice can already be derived from this research.

The first recommendation concerns the moment of involving residents in regeneration plans. The research showed that this happened at different stages in the two case studies. In the case where residents were directly involved right from the start, there was greater trust in the municipality and housing corporation compared to the situation where the municipality and housing corporation consulted each other first and involved residents at a later stage. For this reason, it is strongly recommended to engage with residents as early as possible. A neighbourhood-oriented approach facilitates this by ensuring the municipality is not only present in a neighbourhood during the regeneration process, but also aware of local networks and initiatives beforehand.

Furthermore, to set up participation in a way that aligns with the residents of a neighbourhood, it is important for the municipal authority to keep the participation frameworks open, allowing the project team to participate with residents about the participation process itself.

In addition, more use can be made of creative forms of participation. This research, captured through the photovoice project, amplified the residents' voices, bringing different insights compared to those gathered through the semi-structured interviews. This method is applicable not only to research, but also in practice. It can therefore reach other target groups than the groups of residents that are primarily involved nowadays.

Moreover, it is recommended that in participation processes, priority is given to what is most important to residents. In many cases, this is the dwelling itself, and residents are not focused on what art should be in the neighbourhood or what the public space should look like. It is more appropriate to postpone participation on secondary matters to a later stage in the process.

The last recommendation for practice is derived from the theoretical reflection. Institutions such as the municipality and housing corporation are recommended to focus on the participatory competences of residents. By offering training on how participation processes work, the municipality or housing corporation empowers residents and enables them to contribute more effectively to these processes. This not only benefits the residents, but also ensures that the input provided will be more substantive, leading to better plan development that closely aligns with the neighbourhood's needs.

6.5 Recommendations for further research

Although this research has contributed to the knowledge gap regarding the application of ICP in urban regeneration and resident participation within the scientific literature, it also raises new questions for further research.

First, regarding the examined clusters of the ICP framework, this study focused on three of the four clusters, leaving out the cluster 'Sustainability and Environmental Planning'. Further research should focus on how this fourth cluster plays a role in urban planning and how this is carried out in practice, while acknowledging that there are different and sometimes conflicting perspectives on what sustainability means in diverse urban environments.

Second, the conclusion of this research has shown that the different clusters each have a significant role in the inclusion of residents. However, these clusters need to be aligned with each other. A suggestion for follow-up research is to examine how these clusters can be combined in an integrated approach and what policy tools can support this alignment.

Third, while a lot of research has been carried out on the organisation, role, benefits and challenges of resident participation, the two cases examined showed that there is still a relatively low attendance at participation meetings. This implies that more research could be done on the factors influencing attendance. One of these challenges is the participatory competence as described in the theoretical reflection. Additional research could therefore investigate how participatory competence among residents can be increased, for instance through studies on accessible information provision and capacity-building initiatives.

Finally, as this research was limited to two cases within the same city district of Amsterdam, future research could be expanded to comparative case studies across different cities or countries. This would contribute to a better understanding of how contextual factors, such as institutional systems or demographic compositions, shape the practices of ICP in urban regeneration.

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Appendices

Appendix 1: Interview guides

Interview guide local/municipal urban planners & policymakers/ Interview vragenlijst Lokale beleidsmedewerkers/ projectmedewerkers, planologen werkzaam bij de gemeente

1. Contextual questions/ Inleidende vragen		
1.	Can you introduce yourself and your involvement in this neighbourhood/ community?	Kunt u zichzelf voorstellen en uw rol binnen de buurt toelichten?
2.	What does 'being involved in your community' mean to you?	Wat verstaat u onder betrokkenheid in de buurt/gemeenschap?
3.	What are the main priorities for planning in this area?	Wat zijn de belangrijkste planningsprioriteiten in deze buurt?

2. Participation & Community influence in urban planning / Participatie & Invloed van bewoners/de buurt op beslissingen over stadsplanning		
4.	How do you engage residents in planning decisions and what is their influence in decision-making? <i>- Can you share an example of a participatory process that worked well? And one that did not?</i>	Hoe betreft u bewoners bij planvorming en welke invloed hebben bewoners op besluitvormingsprocessen? <i>- Kunt u een voorbeeld geven van een succesvol participatieproces of -traject? En van een die niet succesvol was?</i>
5.	What is the procedure in involving residents in decision-making regarding urban regeneration? <i>- On which topics do residents have a say?</i>	Wat is de procedure voor het betrekken van bewoners bij stedelijke vernieuwingsprojecten? <i>- Over welke onderwerpen kunnen bewoners meedenken en meebeslissen?</i>
6.	What are the biggest barriers to participation? <i>- How do you think the community/ neighbourhood is represented?</i>	Wat zijn de grootste obstakels voor bewoners om te participeren? <i>- Hoe is de buurt volgens u vertegenwoordigd als het gaat om representatie van bewonerssamenstelling in participatieprocessen?</i>
7.	What steps do you take to ensure participation is accessible for non-native speakers or marginalized groups?	Welke stappen worden genomen om ervoor te zorgen dat participatie toegankelijk is voor niet-Nederlandstalige bewoners en andere moeilijke bereikbare groepen?
8.	What strategies have been used to increase diverse participation? <i>- How are issues of language, accessibility, and cultural diversity addressed in participation models?</i>	Welke strategieën worden toegepast om diversiteit in participatie te vergroten? <i>- Hoe worden zaken als taal, toegankelijkheid en culturele diversiteit meegenomen in het participatiebeleid en specifieke vormen van participatie?</i>
9.	Are there groups that are still harder to reach? How do you address this?	Zijn er bepaalde groepen bewoners die nog steeds lastig te bereiken zijn als het gaat om participatie? Hoe gaan jullie daar mee om?

3. Governance & Policy structures / Governance (= de manier van besturen) & Beleid		
10.	How do national policies shape local planning decisions? - <i>Who holds final authority on local planning decisions?</i>	Hoe beïnvloedt nationaal beleid de lokale plan- en besluitvorming? - <i>Wie heeft de uiteindelijke bevoegdheid bij lokale planningsbesluiten?</i>
11.	Are there conflicts between local and national planning goals?	Zijn er conflicten tussen lokale en nationale planningsdoelstellingen?
12.	How do municipal(/local) policies promote or hinder intercultural inclusion (<i>inclusion of people from different cultural backgrounds</i>) in these processes around decision-making? - <i>And how do you balance community input with institutional policies?</i>	Hoe bevordert of belemmert gemeentelijk of lokaal beleid de interculturele inclusie (inclusie van bewoners met verschillende culturele achtergronden) in besluitvormingsprocessen? - <i>Hoe vindt u de balans tussen de input van bewoners en het strikt uitvoeren/opvolgen van institutioneel beleid?</i>
13.	How do you think the municipality takes cultural diversity into account when engaging with residents and involving them into local decision-making? - <i>And do you think people from different cultural backgrounds should be approached in different ways?</i> - <i>Does the municipality provide training or guidelines for employees on intercultural communication with residents? (how to interact with people from different cultural backgrounds)</i>	Hoe houdt de gemeente rekening met culturele diversiteit bij het betrekken van bewoners in de besluitvorming? - <i>Denkt u dat mensen van verschillende culturele achtergronden op verschillende manieren benaderd moeten worden?</i> - <i>Biedt de gemeente trainingen of richtlijnen aan medewerkers aan over interculturele communicatie met bewoners?</i>
14.	What policy changes would improve resident participation (and governance)? - <i>And what can residents mean in the co-creation and execution of planning (policies)?</i>	Hoe zou het beleid kunnen worden aangepast zodat het de bewonersparticipatie verbetert en verder stimuleert? - <i>En wat kunnen bewoners betekenen in het meedenken over, en de uitvoering van, effectief (intercultureel) beleid?</i>

4. Collaboration (municipality-housing corporations) / Samenwerking gemeente-woningcorporatie(s)		
15.	How do housing corporations collaborate with the municipality in urban renewal projects?	Hoe werkt [<i>de desbetreffende woningcorporatie</i>] samen met de gemeente bij stedelijke vernieuwingsprojecten?
16.	Are there tensions between the goals of corporations and those of the municipality? - <i>How do they find a balance in this? And is this specific situation typical for how a (participation/collaboration) process like this normally goes?</i> - <i>Do the participation and inclusion goals of the municipality match those of the housing corporation? If so, how?</i>	Zijn er spanningen tussen de doelen van de corporatie en die van de gemeente? - <i>Hoe wordt daarin een balans gevonden? En is deze specifieke situatie exemplarisch voor hoe een proces als dit normaliter verloopt?</i> - <i>Sluiten de participatie en inclusiedoelen van de gemeente aan bij die van de corporatie? Zo ja, hoe?</i>
17.	With regard to involving residents, how do you look back on the collaboration with the residents from [<i>the neighbourhood in question</i>]??	Voor wat betreft het betrekken van bewoners, hoe kijken jullie terug op de samenwerking met de bewoners uit [<i>de desbetreffende buurt</i>]?

5. Urban regeneration projects & Sustainability/ Stedelijke vernieuwing & Duurzaamheid		
18.	In terms of urban regeneration, how does the municipality view the neighbourhood of _____ in relation to Amsterdam's overall development plan?	Als het gaat om stedelijke vernieuwing, hoe staat deze buurt in relatie met de bredere doelstellingen en omgevingsvisie voor Amsterdam?
19.	To what extent are local regeneration projects designed with inclusion of the community in mind? - <i>How do regeneration projects in this neighbourhood and city incorporate culturally diverse perspectives?</i> - <i>And how do these relate to sustainability?</i>	In hoeverre worden stedelijke vernieuwingsprojecten in deze buurt (en stad) ontworpen met de wensen en betrokkenheid van verschillende bewoners in het achterhoofd? - <i>Hoe worden verschillende culturele perspectieven van bewoners meegenomen?</i> - <i>En hoe verhoudt dit zich volgens u tot duurzaamheid?</i>
20.	How do you determine which exact residents should be included? - <i>Is this based on geographical boundaries, or a particular radius, or the specific function of the project?</i>	Hoe wordt bepaald welke bewoners bij welke processen betrokken moeten zijn? - <i>Is dit gebaseerd op geografische grenzen, een bepaalde straal voor wat betreft woonafstand, of juist het doel/de functie van een project?</i>
21.	Have you been facing challenges in making (sustainability) policies and concrete initiatives more inclusive?	Welke uitdagingen ervaart u bij het inclusiever maken van (duurzaamheids)beleid of bij andere concrete initiatieven rondom stedelijke vernieuwing?

6. Closing questions & Reflection / Afsluitende vragen & Reflectie		
22.	What future improvements do you see in participatory urban planning?	Hoe zou participatieve stadsplanning verder verbeterd kunnen worden in de toekomst?
23.	If you could give one message to researchers studying inclusive governance and participation, what would it be?	Als u een advies zou mogen geven aan onderzoekers die zich richten op <i>inclusive governance</i> en bewonersparticipatie, wat zou dat dan zijn?

Interview guide residents/ Interview vragenlijst bewoners

1. Contextual questions/ Inleidende vragen		
1.	Can you introduce yourself and tell for how long you have been living here?	Kunt u zichzelf voorstellen en vertellen hoelang u hier (in de buurt) al woont?
2.	What does 'being involved in your community' mean to you?	Wat betekent het voor u om betrokken te zijn in uw buurt?
3.	_____ [neighbourhood] is known to be very culturally diverse; how does this diversity affect your daily life?	In _____ (buurt) wonen mensen met verschillende culturele achtergronden. Merkt u dit in uw dagelijks leven? Zo ja, op welke manier?

2. Participation & Community influence in urban planning / Participatie & Invloed van bewoners/de buurt op beslissingen over stadsplanning		
4.	Are you involved in meetings about the development of the neighbourhood? - <i>What made it easy (or difficult) for you to be involved?</i>	Bent u betrokken (geweest) bij bijeenkomsten die gaan over de ontwikkeling van (en in) de buurt? - <i>Wat maakte het voor u makkelijk (of juist moeilijk) om betrokken te zijn?</i>
5.	Have you ever been invited to take part in such meetings on changes in the neighbourhood, or give your opinion in some other way?	Bent u wel eens uitgenodigd om mee te praten over veranderingen in de buurt of om uw mening op een andere manier te geven?
6.	Do you feel that your voice is heard in decision-making processes? Why or why not?	Heeft u het gevoel dat er naar u wordt geluisterd als er besluiten worden genomen over de buurt? Waarom wel of niet?
7.	Are there any things that makes it hard to get involved? - <i>Despite the problems, what motivates you to take part?</i>	Zijn er dingen die het moeilijk maken om betrokken te zijn bij dit soort zaken/besluiten? - <i>Ondanks deze obstakels, wat motiveert u om toch mee te doen?</i>
8.	Are there (groups of) people who are more involved than others?	Zijn er bepaalde groepen of mensen die meer betrokken zijn dan anderen?
9.	Are there any locations that help in meeting other residents and socializing? - <i>What role do these locations play during neighbourhood events? (i.e. park, supermarket, community centre, informal areas, bakery, cafe etc.)</i>	Zijn er plekken in de buurt waar veel contact tussen bewoners plaatsvindt? - <i>Welke rol hebben deze plekken bij activiteiten in de buurt? (Bijvoorbeeld een park, supermarkt, buurthuis, speeltuin, bakker, café, etc.)</i>
10.	Do you think meetings about the neighbourhood are easy to join/follow? (For example, in terms of time, location, language, cultural background, knowledge) - <i>Or what should be changed to make it easier for people to join/follow?</i>	Denkt u dat bijeenkomsten over de buurt makkelijk bij te wonen of te volgen zijn? (Bijvoorbeeld qua tijdstip, locatie, taal, culturele verschillen, kennis, etc.) - <i>Wat zou er veranderd moeten worden om het makkelijker te maken voor mensen om deel te nemen?</i>

3. Governance, Decision-making & Power structures / Governance (= de manier van besturen), Besluitvorming & Machtstructuren		
11.	Who do you think makes the most important decisions about your neighbourhood? <i>- Are there specific parties more present than others, or not necessarily?</i>	Wie neemt volgens u de belangrijkste beslissingen over uw buurt? <i>- Zijn er bepaalde groepen of organisaties die meer invloed hebben dan anderen?</i>
12.	Do you feel that decisions represent the needs of diverse groups/the community? Why or why not? <i>- How do you think the municipality considers cultural diversity when it comes to involving residents? Can you give examples?</i>	Denkt u dat de besluiten passen bij de wensen van de verschillende bewoners in de buurt? Waarom wel of niet? <i>- Hoe houdt de gemeente volgens u rekening met de verschillende culturen die in deze buurt wonen? Kunt u daarvan een voorbeeld geven?</i>
13.	In the past, were there any decisions made about your neighbourhood that you disagreed with? Or were not involved at all?	Zijn er in het verleden weleens beslissingen genomen over de buurt waar u het niet mee eens was? Of waarbij u helemaal niet betrokken bent geweest?
14.	How is the collaboration between residents and [the housing association in question]? <i>- Is this different from the collaboration between residents and the municipality</i>	Hoe is de samenwerking tussen bewoners en [de desbetreffende woningcorporatie]? <i>- Is dit anders dan de samenwerking tussen bewoners en gemeente?</i>

4. Policy & Legal frameworks / Beleid & Wettelijke regelgeving		
15.	Are you aware of rules and regulations that the municipality must follow when involving residents in neighbourhood plans?	Bent u op de hoogte van de regels die de gemeente moet volgen als het aankomt op het betrekken van bewoners bij veranderingen in de buurt?
16.	How do you communicate with city officials regarding particular rules and planned changes in the neighbourhood?	Hoe laat u de gemeente weten wat u vindt van de regels of plannen voor de buurt?
17.	Have you ever felt like government rules helped you (or made it harder for you) to take part? <i>- Are there rules that make it harder for you and others in the neighbourhood to be involved in planning? Could you please elaborate?</i>	Heeft u ooit het gevoel gehad dat overheidsregels u hielpen (of het juist moeilijker maakten) om mee te doen? <i>- Zijn er bepaalde regels die het voor u of anderen lastig maken om betrokken te zijn bij de plannen voor de buurt? Kunt u een voorbeeld geven?</i>

5. Sustainability & Environmental planning / Duurzaamheid & Milieu planning		
18.	How do you feel about changes in green spaces or other sustainability initiatives in your neighbourhood that relate to long term environmental plans?	Wat vindt u van de plannen om deze buurt op de lange termijn groener en duurzamer te maken?
19.	Have you ever been asked about such initiatives/ideas in your neighbourhood? <i>- Could be about public space, but also about your housing (complex/building)</i> <i>- Do you think the community is being listened to in general? Why, or why not?</i>	Heeft iemand u ooit gevraagd wat u vindt van dit soort plannen, of om mee te helpen? <i>- Dit kan over de openbare ruimte gaan, maar ook over uw woning (complex/gebouw)</i> <i>- Denkt u dat er naar de buurtbewoners wordt geluisterd? Waarom wel of niet?</i>
20.	Do you feel safe in the neighbourhood? <i>- If not, what would you suggest making the neighbourhood safer?</i>	Voelt u zich veilig in de buurt? <i>- Als u zich niet veilig voelt, wat zou volgens u helpen om de buurt veiliger te maken?</i>

6. Closing questions & Reflection / Afsluitende vragen & Reflectie		
21.	What would make it easier for you and people in your neighbourhood to be involved? <i>- What would be the role of the municipality?</i> <i>What would be the role of residents?</i>	Wat zou het makkelijker maken om mee te doen en uw mening te geven over de buurt? Of om bij te dragen aan (positieve) verandering? <i>- Wat zou de rol van de gemeente moeten zijn?</i> <i>En wat zou de rol van bewoners moeten zijn?</i>
22.	If you could give one message to people working at the municipality, what would it be?	Stel dat u een boodschap kunt geven aan de gemeente, wat zou u dan willen zeggen?

Interview guide resident committees/ Interview vragenlijst bewonerscommissies

1. Contextual questions/ Inleidende vragen		
1.	Can you introduce yourself and your involvement in this neighbourhood/community? <i>- For how long have you been living here?</i>	Kunt u zichzelf voorstellen en u rol binnen de buurt toelichten? <i>- Hoelang woont u al in deze buurt?</i>
2.	What does 'being involved in your community' mean to you?	Wat verstaat u onder 'betrokkenheid in de buurt/gemeenschap'?
3.	What are the main priorities for planning in this area?	Wat zijn de belangrijkste planningsprioriteiten in deze buurt?

2. Participation & Community influence in urban planning / Participatie & Invloed van bewoners/de buurt op beslissingen over stadsplanning		
4.	Are you involved in meetings about the development of the neighbourhood? <i>- What made it easy (or difficult) for you to be involved?</i>	Bent u betrokken (geweest) bij bijeenkomsten die gaan over de ontwikkeling van (en in) de buurt? <i>- Wat maakte het voor u makkelijk (of juist moeilijk) om betrokken te zijn?</i>
5.	What is the procedure in involving residents in decision-making regarding urban regeneration? <i>- On which topics do residents have a say?</i> <i>- Can you share an example of a participatory process that worked well? And one that did not?</i>	Wat is de procedure voor het betrekken van bewoners bij stedelijke vernieuwingsprojecten? <i>- Over welke onderwerpen kunnen bewoners meedenken en meebeslissen?</i> <i>- Kunt u een voorbeeld geven van een succesvol participatieproces of -traject? En van een die niet succesvol was?</i>
6.	What are the biggest barriers to participation? <i>- How do you think the community/ neighbourhood is represented?</i>	Wat zijn de grootste obstakels voor bewoners om te participeren? <i>- Hoe is de buurt volgens u vertegenwoordigd als het gaat om representatie van bewonerssamenstelling in participatieprocessen?</i>
7.	What steps do you take to ensure participation is accessible for non-native speakers or marginalized groups?	Welke stappen worden genomen om ervoor te zorgen dat participatie toegankelijk is voor niet-Nederlandstalige bewoners en andere moeilijk bereikbare groepen?
8.	What strategies have been used to increase diverse participation? <i>- How are issues of language, accessibility, and cultural diversity addressed in participation models?</i>	Welke strategieën worden toegepast om diversiteit in participatie te vergroten? <i>- Hoe worden zaken als taal, toegankelijkheid en culturele diversiteit meegenomen in het participatiebeleid en specifieke vormen van participatie?</i>
9.	Are there groups that are still harder to reach? How do you address this?	Zijn er bepaalde groepen bewoners die nog steeds lastig te bereiken zijn als het gaat om participatie? Hoe gaan jullie daar mee om?

3. Governance & Policy structures / Governance (= de manier van besturen), Beleid		
10.	How do you think the municipality takes cultural diversity into account when engaging with residents and involving them into local decision-making? - <i>And do you think people from different cultural backgrounds should be approached in different ways?</i> - <i>Does the municipality provide training or guidelines for employees on intercultural communication with residents? (how to interact with people from different cultural backgrounds)</i>	Hoe denk je dat de gemeente rekening houdt met culturele diversiteit bij het betrekken van bewoners in de besluitvorming? - <i>Denkt u dat mensen van verschillende culturele achtergronden op verschillende manieren benaderd moeten worden?</i> - <i>Biedt de gemeente trainingen of richtlijnen aan medewerkers aan over interculturele communicatie met bewoners? (Hoe om te gaan met mensen van een andere culturele achtergrond)</i>
11.	In the past, were there any decisions made about your neighbourhood that you disagreed with? Or were not involved at all?	Zijn er in het verleden weleens beslissingen genomen over de buurt waar u het niet mee eens was? Of waarbij u helemaal niet betrokken bent geweest?
12.	How do you communicate with city officials regarding particular rules and planned changes in the neighbourhood?	Hoe laat u de gemeente weten wat u vindt van de regels of plannen voor de buurt?
13.	What policy changes would improve resident participation (and governance)? - <i>And what role do residents play in co-creating planning policies, besides consultation and information?</i>	Hoe zou het beleid kunnen worden aangepast zodat het de bewonersparticipatie verbetert en verder stimuleert (en de governance)? - <i>En wat kunnen bewoners betekenen in het meedenken over, en de uitvoering van, effectief (intercultureel) beleid?</i>
14.	Do you know how national policies shape local planning decisions? - <i>Who is responsible for final decisions in planning this neighbourhood?</i> - <i>Are there conflicts between local and national planning goals?</i>	Weet u hoe het nationale beleid de lokale plannen besluitvorming beïnvloedt? - <i>Wie heeft de uiteindelijke bevoegdheid bij lokale planbesluiten?</i> - <i>Zijn er conflicten tussen lokale en nationale plandoelstellingen?</i>

4. Collaboration (municipality-housing corporations) / Samenwerking gemeente-woningcorporatie(s)		
15.	How do housing corporations collaborate with the municipality in urban renewal projects?	Hoe werkt [de desbetreffende woningcorporatie] samen met de gemeente bij stedelijke vernieuwingsprojecten?
16.	Are there tensions between the goals of corporations and those of the municipality? - <i>How do they find a balance in this? And is this specific situation typical for how a (participation/collaboration) process like this normally goes?</i> - <i>Do the participation and inclusion goals of the municipality match those of the housing corporation? If so, how?</i>	Zijn er spanningen tussen de doelen van de corporatie en die van de gemeente? - <i>Hoe wordt daarin een balans gevonden? En is deze specifieke situatie exemplarisch voor hoe een proces als dit normaliter verloopt?</i> - <i>Sluiten de participatie en inclusiedoelen van de gemeente aan bij die van de corporatie? Zo ja, hoe?</i>
17.	With regard to involving residents, how do you look back on collaboration with the residents from [the neighbourhood in question]?	Voor wat betreft het betrekken van bewoners, hoe kijken jullie terug op de samenwerking met de bewoners uit [de desbetreffende buurt]?

5. Sustainability & Environmental planning / Duurzaamheid & Milieu planning		
18.	How do regeneration projects in this neighbourhood and city incorporate culturally diverse perspectives, as well as how do these relate to sustainability?	Hoe wordt bij stedelijke vernieuwingsprojecten rekening gehouden met diverse culturele perspectieven? En hoe is dit gerelateerd aan duurzaamheid?
19.	Are local regeneration projects designed with inclusion of the community in mind? <i>- And how is determined which exact residents should be included? Is this based on geographical boundaries, or a particular radius, or the specific function of the project?</i>	In hoeverre worden stedelijke vernieuwingsprojecten in deze buurt (en stad) ontworpen met de wensen en betrokkenheid van verschillende bewoners in het achterhoofd? <i>- En hoe wordt bepaald welke bewoners bij welke processen betrokken moeten zijn? Is dit gebaseerd op geografische grenzen, een bepaalde straal voor wat betreft woonafstand, of juist het doel/de functie van een project?</i>
20.	What would make it easier for people in this neighbourhood to be involved?	Wat zou het makkelijker maken voor bewoners om betrokken te zijn bij projecten in de buurt?
21.	Do you think that people feel safe in the neighbourhood, especially considering public spaces? <i>- If not, what would you suggest making the neighbourhood safer?</i>	Denkt u dat bewoners zich veilig voelen in de buurt, met name in openbare ruimtes? <i>- Als dit niet zo is, hoe zou de buurt veiliger gemaakt kunnen worden?</i>

6. Closing questions & Reflection / Afsluitende vragen & Reflectie		
22.	What future improvements do you see in participatory urban planning?	Hoe zou een participatieve stadsplanning verder verbeterd kunnen worden in de toekomst?
23.	If you could give one message to researchers studying inclusive governance and participation, what would it be?	Als u een advies zou mogen geven aan onderzoekers die zich richten op inclusive governance and bewonersparticipatie, wat zou dat dan zijn?

Interview guide housing corporations & experts on participation/ Interview vragenlijst
woningcorporaties & experts op het gebied van participatie

1. Contextual questions/ Inleidende vragen		
1.	Can you introduce yourself and your involvement with this topic? <i>- Or: can you describe your role within the neighbourhood?</i>	Kunt u zichzelf voorstellen en uw relatie tot dit onderwerp beschrijven? <i>- Of: Kunt u uw rol binnen de buurt toelichten?</i>
2.	What does 'being involved in your community' mean to you?	Wat verstaat u onder 'betrokkenheid in de buurt/gemeenschap'?
3.	What are the main priorities for planning (urban development) in this specific area?	Wat zijn de hoogste planningsprioriteiten (gebiedsontwikkelingen) in deze buurt?

2. Participation & Community influence in urban planning/ Participatie & Invloed van bewoners/de buurt op beslissingen over stadsplanning		
4.	How are residents usually engaged in planning decisions and what is their influence in decision-making? <i>- Can you share an example of a participatory process that worked well? And one that did not?</i>	Hoe worden bewoners doorgaans betrokken bij planvorming en welke invloed hebben zij op besluitvormingsprocessen? <i>- Kunt u een voorbeeld geven van een succesvol participatieproces of -traject? En van een die niet succesvol was?</i>
5.	What is the procedure in involving residents in decision-making regarding urban regeneration? <i>- On which topics do residents have a say?</i>	Wat is de procedure voor het betrekken van bewoners bij stedelijke vernieuwingsprojecten? <i>- Over welke onderwerpen kunnen bewoners meedenken en meebeslissen?</i>
6.	What are the biggest barriers to participation, according to you? <i>- How do you think the community/ neighbourhood is represented?</i>	Wat zijn, volgens u, de grootste obstakels voor bewoners om te participeren? - <i>Hoe is de buurt volgens u vertegenwoordigd als het gaat om representatie van bewonerssamenstelling in participatieprocessen?</i>
7.	What steps can be taken to ensure participation is accessible for non-native speakers or marginalized groups?	Welke stappen kunnen worden genomen om ervoor te zorgen dat participatie toegankelijk is voor niet-Nederlandstalige bewoners en andere moeilijke bereikbare groepen?
8.	What strategies have been used to increase diverse participation? <i>- How are issues of language, accessibility, and cultural diversity addressed in participation models?</i>	Welke strategieën worden toegepast om diversiteit in participatie te vergroten? <i>- Hoe worden zaken als taal, toegankelijkheid en culturele diversiteit meegenomen in het participatiebeleid en specifieke vormen van participatie?</i>
9.	Are there groups that are still harder to reach? How do you address this?	Zijn er bepaalde groepen bewoners die nog steeds lastig te bereiken zijn als het gaat om participatie? Hoe gaan jullie daar mee om?

3. Governance & Policy structures/ Governance (= de manier van besturen) & Beleid		
10.	How do national policies shape local planning decisions? - <i>Who holds final authority on local planning decisions?</i>	Hoe beïnvloedt nationaal beleid de lokale plan- en besluitvorming? - <i>Wie heeft de uiteindelijke bevoegdheid bij lokale planningsbesluiten?</i>
11.	Are there conflicts between local and national planning goals?	Zijn er conflicten tussen lokale en nationale planningsdoelstellingen?
12.	How do municipal(/local) policies promote or hinder intercultural inclusion (<i>inclusion of people from different cultural backgrounds</i>) in these processes around decision-making? - <i>And how do you think community input is balanced with institutional policies?</i>	Hoe bevordert of belemmert gemeentelijk of lokaal beleid de interculturele inclusie (inclusie van bewoners met verschillende culturele achtergronden) in besluitvormingsprocessen? - <i>Hoe wordt een balans gevonden tussen de input van bewoners en het strikt uitvoeren/opvolgen van institutioneel beleid?</i>
13.	How do you think the municipality takes cultural diversity into account when engaging with residents and involving them into local decision-making? - <i>And do you think people from different cultural backgrounds should be approached in different ways, or not? Could you explain?</i> - <i>Does the municipality provide training or guidelines for employees on intercultural communication with residents? (how to interact with people from different cultural backgrounds)</i>	Hoe houdt de gemeente rekening met culturele diversiteit bij het betrekken van bewoners in de besluitvorming? - <i>Denkt u dat mensen van verschillende culturele achtergronden op verschillende manieren benaderd moeten worden, of niet? Kunt u dat uitleggen?</i> - <i>Biedt de gemeente trainingen of richtlijnen aan medewerkers aan over interculturele communicatie met bewoners?</i>
14.	What policy changes would improve resident participation (and governance)? - <i>And what can residents actually mean in the co-creation and execution of planning (policies)?</i>	Hoe zou het beleid kunnen worden aangepast zodat het de bewonersparticipatie verbetert en verder stimuleert? - <i>En wat kunnen bewoners concreet betekenen in het meedenken over, en de uitvoering van, effectief (intercultureel) beleid?</i>

4. Collaboration (municipality-housing corporations) / Samenwerking gemeente-woningcorporatie(s)		
15.	How do housing corporations collaborate with the municipality in urban renewal projects?	Hoe werkt [<i>de desbetreffende woningcorporatie</i>] samen met de gemeente bij stedelijke vernieuwingsprojecten?
16.	Are there tensions between the goals of corporations and those of the municipality? - <i>How do they find a balance in this? And is this specific situation typical for how a (participation/collaboration) process like this normally goes?</i> - <i>Do the participation and inclusion goals of the municipality match those of the housing corporation? If so, how?</i>	Zijn er spanningen tussen de doelen van de corporatie en die van de gemeente? - <i>Hoe wordt daarin een balans gevonden? En is deze specifieke situatie exemplarisch voor hoe een proces als dit normaliter verloopt?</i> - <i>Sluiten de participatie en inclusiedoelen van de gemeente aan bij die van de corporatie? Zo ja, hoe?</i>
17.	With regard to involving residents, how do you look back on collaboration with the residents from [<i>the neighbourhood in question</i>]??	Voor wat betreft het betrekken van bewoners, hoe kijken jullie terug op de samenwerking met de bewoners uit [<i>de desbetreffende buurt</i>]?

5. Urban regeneration projects & Sustainability/ Stedelijke vernieuwing & Duurzaamheid		
18.	In terms of urban regeneration, how does the municipality view the neighbourhood of _____ in relation to Amsterdam's overall development plan?	Als het gaat om stedelijke vernieuwing, hoe staat deze buurt in relatie met de bredere doelstellingen en omgevingsvisie voor Amsterdam?
19.	To what extent are local regeneration projects designed with inclusion of the community in mind? - <i>How do regeneration projects in this neighbourhood and city incorporate culturally diverse perspectives?</i> - <i>And how do these relate to sustainability and long term perspectives?</i>	In hoeverre worden stedelijke vernieuwingsprojecten in deze buurt (en stad) ontworpen met de wensen en betrokkenheid van verschillende bewoners in het achterhoofd? - <i>Hoe worden verschillende culturele perspectieven van bewoners meegenomen?</i> - <i>En hoe verhoudt dit zich volgens u tot duurzaamheid en lange termijn planning?</i>
20.	How do you determine which exact residents should be included? - <i>Is this based on geographical boundaries, or a particular radius, or the specific function of the project?</i>	Hoe wordt bepaald welke bewoners bij welke processen betrokken moeten zijn? - <i>Is dit gebaseerd op geografische grenzen, een bepaalde straal voor wat betreft woonafstand, of juist het doel/de functie van een project?</i>
21.	What are the challenges in making (sustainability) policies and concrete initiatives more inclusive, so that an increasing number of residents is actually represented?	Welke uitdagingen ervaart u bij het inclusiever maken van (duurzaamheids)beleid of bij andere concrete initiatieven rondom stedelijke vernieuwing? Ook met het oog op het vergroten van de representativiteit.

6. Closing questions & Reflection / Afsluitende vragen & Reflectie		
22.	What future improvements do you see in participatory urban planning?	Hoe zou participatieve stadsplanning verder verbeterd kunnen worden in de toekomst?
23.	If you could give one message to researchers studying inclusive governance and participation, what would it be? Or more specifically, researchers studying ICP?	Als u advies zou mogen geven aan onderzoekers die zich richten op <i>inclusive governance</i> en bewonersparticipatie, wat zou dat dan zijn? Of specifieker nog: onderzoekers die zich bezighouden met ICP?

Appendix 2: Photovoice hand-out and flyer

Photovoice hand-out for residents

Photovoice project hand-out [English version]

“Share your view on the neighbourhood!”

Why are we asking you to take photos?

We want to understand how you experience your neighbourhood, especially when it comes to being involved and how people interact with each other. Your photos will help show things that words can't always explain.

You don't need a fancy camera, your phone is enough!

Just take a few photos of what you think is important and already think about why. Please do not take more than 1 photo per question (the questions are on the next page).

Also, we are not judging the photos but are only interested in your stories behind them.

What happens after taking the photos?

After taking your photos, we'll invite you to a group talk where we look at the photos together and hear your stories. This will be in 1 week from now, on **[date/time/location]**, so there's plenty of time to think about what you want to show.

We also want to ask if you could answer the questions below for every photo. By doing so, you are already well-prepared for the group talk on **[date]**!

- *What is shown in the photo, and why did you choose it?*
- *Has this place changed over time?*
- *Would you change what's in the photo?*
- *How does the photo relate to your experience with being involved in the neighbourhood?*


We will make sure that your photos are printed at the group meeting, and we will pay for the printing costs. You can send the photos to the mail address below, and we will print the photos in time for the group meeting.



Please send the photo's before **[date]** to us, so that we can prepare the group session.

Good luck, and see you next week!

1. Can you show something that reminds you of when you were asked about changes in the neighbourhood? Or something that made you feel left out?

 *What you could capture (be creative!):*

- A place or space where you had a say in something, or made a change
- Information about a meeting or event in your neighbourhood
- A place or space that made you feel welcome, or not welcome

2. Can you show something where you feel you can help in changing your neighbourhood?

 *What you could capture (be creative!):*

- A public space or housing that is well taken care of, or should be better taken care of
- A problem in your neighbourhood that was fixed, or not fixed

3. Can you show something that represents how decisions are made in your neighbourhood?

 *What you could capture (be creative!):*

- A place or space where decisions are made
- A project in the neighbourhood that came from a government decision (big changes)
- An example of how the municipality communicates with you

4. Can you show how people from different backgrounds meet or get along in the neighbourhood? This could be something positive or negative.

 *What you could capture (be creative!):*

- A place where different people come together, or avoid each other
- Community events or shared activities
- Public art, music, sports
- Workshops
- A place or space where you feel you can or can't go

Once again; please do not take more than 1 photo per exercise, meaning that you should have 4 photos in total.

We are curious to hear more from you and your photos!

Hand-out photovoice [Nederlandse versie]

"Deel uw kijk op de buurt!"

Waarom vragen we u om foto's te maken?

We willen graag begrijpen hoe u uw buurt ervaart, vooral als het gaat om betrokken zijn, en begrijpen hoe mensen met elkaar omgaan in de buurt. Foto's kunnen dingen laten zien die soms niet in woorden zijn uit te leggen.

U heeft geen speciale of dure camera nodig, de camera van uw telefoon is goed genoeg! Maak enkele foto's van dingen die u belangrijk vindt, en denk alvast na over waarom u deze foto's gemaakt heeft. De vragen op de volgende bladzijde geven u richting.

Maak maximaal 1 foto per vraag (zie volgende bladzijde).

Het gaat niet om de kwaliteit van de foto's, we zijn vooral geïnteresseerd in het verhaal erachter.

Wat gebeurt er na het maken van de foto's?

Volgende week organiseren we een groepsgesprek op **[datum/tijd/plek]**. In dit gesprek zullen we samen naar de foto's kijken en luisteren we naar uw verschillende verhalen achter de foto's. U heeft dus tot volgende week de tijd om foto's te maken en na te denken over wat u ons (en elkaar) wilt laten zien.

Daarnaast willen we u vragen om de 4 punten hieronder te beantwoorden voor elke foto die u maakt. U bent dan meteen goed voorbereid voor het groepsgesprek op **[datum]**.

- *Wat is er te zien op de foto en waarom hebt u voor deze foto gekozen?*
- *Is deze plek door de jaren heen veranderd?*
- *Zou u de plek op de foto zelf willen veranderen?*
- *Wat zegt deze foto over uw ervaringen met betrokken zijn in de buurt?*

Wij zullen zorgen dat we de foto's meebrengen naar de groepsbijeenkomst van volgende week. U kunt de foto's toesturen naar het mailadres hieronder, en wij zullen de rest regelen.



Stuur de foto's graag vóór **[datum]** naar ons op, zodat wij het groepsgesprek goed kunnen voorbereiden.

Veel succes, en tot volgende week!

1. Kunt u iets laten zien dat doet denken aan toen u mocht meepraten over veranderingen in de buurt? Of waardoor u zich juist buitengesloten voelde?

 *Wat u kunt fotograferen (wees creatief!):*

- Een plek waar u mocht meepraten of waar u iets heeft veranderd
- Informatie over een bijeenkomst of activiteit in de buurt
- Een plek waar u zich welkom voelde, of juist niet

2. Kunt u iets laten zien waarvan u denkt: hier kan ik helpen om de buurt te verbeteren?

 *Wat u kunt fotograferen (wees creatief!):*

- Een plek in de openbare ruimte of een gebouw of woning dat goed is onderhouden, of juist beter onderhouden zou moeten worden
- Een probleem in uw buurt dat is opgelost, of juist opgelost zou moeten worden

3. Kunt u iets laten zien dat voorstelt hoe besluiten in uw buurt worden genomen?

 *Wat u kunt fotograferen (wees creatief!):*

- Een plek waar besluiten worden genomen
- Een buurtproject dat door de gemeente is bepaald (en dat grote veranderingen had)
- Een voorbeeld van hoe de gemeente met u communiceert (als het gaat om veranderingen in de buurt)

4. Kunt u laten zien hoe mensen van verschillende achtergronden met elkaar omgaan in de buurt? Dit kan iets positiefs of negatiefs zijn.

 *Wat u kunt fotograferen (wees creatief!):*

- Een plek waar mensen samenkomen, of elkaar juist vermijden
- Buurtactiviteiten of evenementen
- Kunst, muziek, sport
- Workshops
- Een plek waar u zich (niet) welkom voelt

Nogmaals: maak alstublieft niet meer dan 1 foto per opdracht.

In totaal willen we graag 4 foto's van u ontvangen.

We zijn benieuwd naar uw verhaal!



**SHARE YOUR VIEW
OF THE
RUYCHAVERKWARTIER**

**JOIN THE
PHOTOVOICE PROJECT**

**TAKE PHOTOS OF THE
NEIGHBORHOOD WITH YOUR PHONE
SHOW WHERE YOU WOULD
CHANGE THE NEIGHBORHOOD**

**FOR MORE INFORMATION, CONTACT
marike.schaapveld@ru.nl**

The flyer features a photograph of four diverse people (an older man, a woman in a hijab, a young woman, and a child) standing in a residential street, each holding a smartphone as if taking a photo. The background shows a row of brick apartment buildings under a clear sky.



**SHARE YOUR VIEW
OF THE WILDEMAN
NEIGHBORHOOD**

**JOIN THE
PHOTOVOICE PROJECT**

**TAKE PHOTOS OF THE
NEIGHBORHOOD WITH YOUR PHONE
SHOW WHERE YOU WOULD
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**DEEL UW KIJK OP
HET
RUYCHAVERKWARTIER**

**DOE MEE AAN HET
PHOTOVOICE-PROJECT**

**MAAK FOTO'S VAN DE BUURT
MET UW TELEFOON
LAAT ZIEN WAAR U DE
BUURT ZOU VERANDEREN**

**VOOR MEER INFORMATIE, NEEM CONTACT OP MET
marike.schaapveld@ru.nl**

The flyer features a photograph of four diverse people (an older man, a woman in a hijab, a young woman, and a child) standing in a residential street, each holding a smartphone as if taking a photo. The background shows a row of brick apartment buildings under a clear sky.



**DEEL UW KIJK
OP DE
WILDEMANBUURT**

**DOE MEE AAN HET
PHOTOVOICE-PROJECT**

**MAAK FOTO'S VAN UW BUURT
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LAAT ZIEN WAAR U DE
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Appendix 3: Observation protocols

Protocol observation residents meeting

General info Name of session: Location: Date: Time:		
Subject	Descriptive notes	Reflective notes
Attendance <ul style="list-style-type: none"> - Number of attendees - Age - Gender - Cultural background - Different stakeholders 		
Organisation of the evening <ul style="list-style-type: none"> - Setting - Programme - Methods - Who is leading/ facilitating the meeting? 		
Roles of municipality/ housing corporation <ul style="list-style-type: none"> - Expert/ facilitator/ representative/ listener 		
Accessibility <ul style="list-style-type: none"> - Spoken language - Attendance of an interpreter? - Language use - Tempo - Explanations - Visual support/communication - Physically accessible (wheelchairs, elderly) 		
Interaction <ul style="list-style-type: none"> - Who talks (not)? - Get everybody a chance to speak? - Being listened? - Interaction between residents/municipality/housing corporation - Tensions/conflicts? - Dialogues - Space for own input? 		
Attitude <ul style="list-style-type: none"> - Attitude from municipality towards residents – vice versa - Attitude from housing corporation towards residents – vice versa - Empathy 		

Afterwards		
<ul style="list-style-type: none"> - Reflection? - Possibility to ask questions/ give feedback? - Informal end? 		
Atmosphere/ambiance		
General notes		

Protocol neighbourhood observation

General info		
Type of observation: neighbourhood observation Date:		
Location:		Time:
Observer:		Weather:
Subject	Descriptive notes	Reflective notes
Buildings		
<ul style="list-style-type: none"> - Type of buildings - Condition of buildings 		
Green space		
<ul style="list-style-type: none"> - Presence of trees, gardens, lawns, parks - Condition of green space - Is the green space being used? 		
Public space		
<ul style="list-style-type: none"> - What type of public space? (squares, play areas etc.) - Seats - Condition of public space - Joint initiatives? (Vegetable gardens, murals etc.) - Is the public space being used? 		
(Public) amenities		
<ul style="list-style-type: none"> - Supermarkets, shops - Sport clubs - Meeting spaces - Cultural/religious buildings - Accessible? - Are the amenities being used? 		
Traffic (& safety)		
<ul style="list-style-type: none"> - How is the traffic organised? - Safe crossings? - Child/Elderly friendly? - Heavy traffic? 		
Vibrancy of the neighbourhood		
<ul style="list-style-type: none"> - Quiet/busy/chaotic - How do residents use the space? (Walking, hanging, cycling, playing, talking etc.) - Individuals or groups on the street? 		

<ul style="list-style-type: none"> - Who do you see on the street? Man/women/age etc. 		
<p>Diversity</p> <ul style="list-style-type: none"> - Visible diversity (language, clothes etc.) - Cultural buildings 		
<p>Interactions</p> <ul style="list-style-type: none"> - Are there any interactions happening between people? - How is the interaction? - Exclusion or segregation? - Places stimulating interaction? 		
<p>General notes</p>		

Appendix 4: Code book

Code Group	Codes
Participation & Empowerment	'(Un)Successful example' Access to participation/challenges/barriers to participation Awareness Bottom-up initiatives Definition engagement/commitment Empowerment Exclusion/inclusion Experience with meetings/events/... Forms of participation Informal representatives Involvement Level of participation More than just participation Participation Representation Resident knowledge/place-based experience
Governance & Power	Accountability/Responsibility Area oriented approach Collaboration Communication Conflicting priorities/interests Decision-making power/influence in decision-making Expertise civil servant/project team Governance Government-resident interaction Institutions/Institutional roles (different organisations/actors) Integrative planning Interaction ('all other interaction') Legalistic response Local knowledge & recognition Policy (logic and communication about this) Presence in the neighbourhood/knowledge of the neighbourhood Stakeholders/actors Supportive intermediaries Transparency/openness Voice & Expression
Policy & Legal Frameworks	(Inter)National vs. local dynamics Legal barriers National/local legal frameworks National/local policy arena Parking permits/policy Policy directives/institutional constraints Policy translation (and comparison: NL, SE) Regeneration frameworks Resident knowledge of policy
Cultural Literacy & Intercultural interaction	(Non-)Intercultural interaction/dialogue Belonging Cultural competence/sensitivity Cultural recognition or blindness Diversity as value or barrier ICP Language/cultural background/ ethnicity/ religion and communication Mutual understanding Reducing discrimination

Public Space & Everyday Urban Experience	<ul style="list-style-type: none"> Design and access of space Greenspace Neglected (or well-maintained) areas Perceived safety/insecurity Public space interactions Public space interventions Space of encounter Symbolic meaning of places
Sustainability & Environmental Justice	<ul style="list-style-type: none"> Access to greenspace Demography change (population composition) Green/sustainable regeneration Inclusion in greenspace transformation Long term planning Perceived fairness urban planning Sustaining engagement over time
(Emotional) Responses & Perceptions	<ul style="list-style-type: none"> Empathy Feeling heard/ignored Frustration/disillusionment Hope/vision for the future Pride/ (neighbourhood) attachment Satisfied/dissatisfied Trust/Mistrust in institutions Uncertainties about the regeneration
General codes	<ul style="list-style-type: none"> (Current)Living situation Case comparison (could be local or international) Definition engagement/commitment Duration of the project Money driven Planning priority Suggestions for improvements/ideas Urban development Urban regeneration Years living in neighbourhood