USER
Changes and conflicts in using public spaces
Baseline Study

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Changes and conflicts
in using public spaces

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Baseline study

Traditionally, new developments have been planned based on the formula: first buildings, then spaces, then (perhaps) life. In present-day planning, this formula must be turned about, and the questions should be – in said order – what kind of life do we want here, what kind of spaces will be needed for this life, and finally, how can the buildings in this area be placed and formed to support these spaces and the life in this area? In short, the formula must be; first life, then spaces, then buildings.

Public Spaces for a Changing Public Life
Professor **Jan Gehl**, Dr.Litt

Index

1. STATE OF THE ART

1.1. Understanding USERs approach

This initial section is somehow a "presentation" of the main assumptions adopted by USER. USER project is focused in public space. Public space can be considered to be more than just the physical space owned by the state based on property regulations. It is the space owned by all, and which, from a socio cultural point of view, is the community expression of the contact and communion among individuals. As a spatial embodiment of the community, the 'public' can then emerge spontaneously from the natural dynamics of the city and the behaviour of people, conferring such a characteristic on spaces that were not planned as such. The multiple dimension of urban space can, therefore, be appreciated not only in the quality of its physical form but also, in the intensity and quality of the social relations it facilitates, in its potential to make groups and individuals interact, and in its capacity to encourage symbolic identification.

The initial assumptions of USER are how to make a more liveable city in a context where cities:

- Have to manage a growing cultural diversity,
- Should be adapted to an ageing population,
- Should save and reduce energy consumption,
- Are challenged by social exclusion, segregation and social polarization.

New urban configuration, the arrival of new inhabitants, new visitors and tourists, the new social and generational relations in the neighbourhoods and communities, the incompatibility /compatibility and conflicts of how public space is used in different urban areas are becoming a current phenomenon in our European cities.

Therefore, urban public spaces are the place of a growing range of different uses with constant changes and conflict risks that are challenging the idea of a public space owned by all and where citizenship is exercised.

Changes and conflicts in urban public spaces is the core theme where USER is focused and in turn it is disaggregated or organized in three sub-themes:

> - ***Dysfunctions and conflict of uses in the public space***
> - ***Unsafe (lack of security) public spaces***
> - ***Management of public space***

a) Dysfunctions and conflict of uses in the public space.

What kind of **changes, dysfunctions** and **conflicts** in urban public spaces should be addressed ?

- Conflicts between residential, commercial, touristic uses,
- Conflicts on schedule of uses (night time / day time),
- Different ways of displacement and transport, vehicles, pedestrians,
- Intergenerational conflicts of uses,
- Conflict of uses linked to social diversity and new immigrants in the public space,
- Temporary uses of empty public spaces,
- Private, public and hybrid ownership,

- Ambiguity of uses,
- Homeless and other excluded populations using the public space,
- Gender conflict and gender needs in using the public space,
- Resident's interests vs. newcomers or new uses. Nimbyism,
- Others ...

b) Unsafe (lack of security) public spaces.

What kind of **insecurity** should be addressed ?
- Spaces that produce anxiety and fear, inhospitable places,
- Lighting in public space,
- Closed spaces /opened spaces. Flows and circulation obstacles,
- Crime and violence,
- Uncivil behaviours,
- Obstacles to keep order,
- Threats for women in the public space,
- Isolation and lack of uses of urban areas and spaces,
- Others ...

c) Management of public space.

What kind of **management** issues should be addressed ?
- Daily cleaning,
- Maintenance of spaces,
- Domestic waste management,
- Urban furniture maintenance,
- Upgrading public spaces,
- Renewal of public spaces,
- Others ...

USER is focused in these themes and sub-themes and it is going to launch an experimentation based in this framework. A core USERs idea is that the design of urban public spaces and the main goals of urban planning are questioned by the rapid changes that are taking place in the city uses. New trends in how public spaces are used, what are the new user's needs, increasing dysfunctions and conflicts among uses, etc., are questioning the way the city is usually "produced", designed and managed.

All the partners involved in USER will analyse and interpret main challenges regarding conflict, changes and evolution of public spaces in their cities. They are going to analyze the current uses of these public spaces, the kind of conflicts that are taking place and the categories of users than are using those places.

This approach entails a process of user's involvement as a crucial dimension of the whole process. Because "users practical knowledge" is one of the main inputs to understand how the spaces are used and what kind of conflicts are taking place. That's why each city participating in USER will build a local

partnership with the "user's community" and a local experimentation to evaluate uses, to propose improvement in uses, and to link this evaluation of uses with the daily maintenance, the designing and planning of public spaces.

This cycle entails a new and renovated approach to ensure coherence between the real life of public spaces through the practical knowledge of diverse users, the daily management and maintenance and the public space design.

The USER experimentation takes relevant factors into account, trying to link practical proposals to improve uses of public spaces, with general policies and institutional frameworks like the following:

- ✓ **Ownership of public space** (public, private, semi-public) is a very important factor which can be a restriction to the diversification of public space uses. Not always ownership and uses of urban spaces are in coherence and several aspects should be solved to remove the obstacles that different ownerships can impact in the improvement or regeneration of public spaces.

- ✓ **Urban public policies with impact in public spaces**. Several public policies have direct links with public space: transport and mobility, urban planning, social services, environment, cleaning and maintenance, tourism and economic development…., among others. The improvement of public spaces and the overcoming of conflicts and dysfunctions are influenced by these policies.

- ✓ **Metropolitan governance**. The territorial governance is a key issue considering the differences between the functional, the morphological and the administrative boundaries. The scales and levels of administrative governments don't meet those "real" boundaries. Planning should be shifted to the correct functional geographical level. Mobility entails flows (social and economic) that cross cut the different "spaces". A new way of governing our cities and our public spaces is required. People using public spaces in a city, are not only resident people. Users belong to different levels of the metropolitan city.

- ✓ **Financing aspects (investments, renewal and maintenance costs)**. Availability of financial resources and public budget is always a constraint to face public spaces. Coherence between the proposals to improve public spaces and the available financial resources should be ensured. The USER experimentation should demonstrate that a new way to deal with public spaces uses and users should allow a lower cost of maintenance and cleaning of public spaces and increase the sustainability of public investments. In the context of the current economic crisis this becomes a crucial point.

- ✓ **Urban planning and public spaces**. The guidelines of territorial planning, at regional and urban level, have a clear impact in how public spaces are considered and how the articulation and coexistence of functions and uses should be understood. If urban sprawl approach is the main urban strategy or if the compact city model prevails will have different impacts in the role and function of public space. Zoning will have a relevant importance for public spaces too.

1.2. Existent knowledge, findings and practices across Europe and beyond

In this section of the baseline study, we want to highlight relevant topics and references that should push for a better understanding of the USERs focus. Ideas, reflections, conceptual frameworks, methodological tools and references of different practices that take place in Europe are here included. It is just a sample to illustrate our focus and not a systematic and exhaustive text. Several dimensions concerning the topic of "public space" are considered.

a) Public space: meeting place and citizenship

USER project deals with uses of public spaces. Thus we want to introduce main ideas, conceptual frameworks and practices that can give us basic references on our issue. How the public spaces are used depends of several elements but depends also on our basic conception of the role of public spaces in our European cities.

Public space occupies and important ideological position in democratic societies. The notion of urban public space can be traced back at least to the Greek agora and its function as the place of citizenship, an open space where public affairs and legal disputes were conducted. It was also a marketplace, a place of pleasurable jostling, where citizen's bodies, words, actions, and produce were all literally on mutual display, and where judgements, decisions, and bargains were made.

Politics, commerce, and spectacle were juxtaposed and intermingled in the public space of the agora. It provided a meeting place for strangers, whether citizens, buyers or sellers, and the ideal of public space in the agora encouraged nearly unmediated interaction – the first version of public space noted above. In such "open and accessible public spaces and forums", one should expect to encounter and hear from those who are different, whose social perspectives, experience and affiliations are different. This is a crucial issue concerning "the uses of public spaces".

If we are to reach a diagnosis of public space today, we must first put the city of the present in perspective. We must note that much of the contemporary urban debate is grounded in a critique of the Fordist, or social, city, a critique that began in the 1960s. At the heart of this critique was how modernist urban planning helped to reshape our cities, destroying diversity, producing large mono-functional areas, all connected by a huge automobile traffic system. Much of the public space was adapted to speeding up the traffic flow. Production of the Fordist city, at this historical juncture, also gave rise to a sense of loss – a loss of urban qualities, of the mixed city.

This sense of loss, in its turn, produced a counter-ideal to the Fordist city, the mixed city, full of vibrant public life in the streets. This counter-ideal helped to set off a gentrification process, starting in old inner-city working class quarters, in the late 1960's and early 1970's, by giving then new meaning. The new social movements were part of the process, trying to rescue many quarters from demolition and the construction of new motor ways. The first steps were taken towards the Post-Fordist city.

The gentrification process already under way helped to give this take-off some direction. Even more important, though, seems to have been the policies of the entrepreneurial or economic city, the aim of which was to generate economic growth. Thus, one tried to turn the city into an instrument of growth in new ways – the social city was, of course, also a growth instrument, but through Keynesian

economic policies. From this point onwards, cities were seen as competing with each other, on a global scale, for investments and well-to-do residents.

These new approaches became a particularly salient feature of developments in old industrial cities hit by crisis. Branding the city to make it attractive became crucial in this atmosphere of competition. The implications of this for public space cannot be underrated, as many of these efforts were aimed at redesigning city spaces for public consumption of urban pleasures. In conjunction with these efforts, safety in public space was turned into a critical issue, signalling the undesirability of the presence of marginal people.

Today, public space has become a critical issue; its ambivalences have fuelled its politicization in significant ways. On the one hand, we find those arguing for the openness of public space, for all people's right to use it, this argument revolves public spaces as a democratic value, particularly for those who lack access to other political arenas.

Against this genuine political argument, on the other hand, we have a more economic argument, revolving around the attractiveness of urban space and its use for more private pleasures. The point of the latter argument however, is not primarily whether this space is kept public, but whether it is safe enough. Consequently, this argument may favour the privatization of public space or the exclusion from such spaces of certain social categories, or social uses, in favour of that which is promoted as attractive. Though not foregrounding the political importance of public space, this is also, of course, a political argument. Such arguments have different implications for urban citizenship and thus, for public space.

Public spaces are spaces for representation. That is, public space is a place within which a political movement can stake out the space that allows it to be seen in public space, political organizations can represent themselves to a larger population. By claiming space in public, by creating public spaces, social groups themselves become public. Only in public spaces can all kind of social groups (young people, women, ethnic minorities, homeless for example), represent themselves as a legitimate part of the "public". In so far marginalized groups remain invisible to society, they fail to be counted as legitimate members of the polity. And in this sense, public spaces are absolutely essential to the functioning of democratic politics. Public spaces are the product of competing ideas about what constitutes that space and who constitutes "the public". These are not merely questions of ideology. They are rather questions about the very spaces that make social and political activities possible.

What distinguishes public space from most other spaces of the city is its diversity – particularly the diversity of its more central parts. This diversity is the other side of the openness of this space, the fact that it is not shut off to specific uses or users. To understand how this diversity is being constituted, we have to see it in terms of how public space is used, and what social categories actually use it.

Likewise, we have to look at the intensity of the use of public space. At the low end of the continuum, we find passing public space – space that is used for transport. A little further along on the continuum, we may stop our movement, resting in public space, for shorter or longer periods; resting enables, first, a better overview of what is taking place around us, as well as more direct interaction with others. Passing and resting are the fundamental uses found in most public spaces, corresponding to their double spatial function of place and link. Moving further up the continuum, we find appropriations of public space and, finally, its monopolization.

Appropriation is the most difficult concept here. Lefebvre[1] discusses appropriation of space as a transformative or creative praxis; working in opposition to the spaces predominant use (normally passing). Appropriation implies new uses. Sometimes they are resisted, sometimes accepted. A good example of the latter is found in the recent *"sportification"* of public space, whereby roller-bladders and skateboarders reunite expressive bodily practices and public space – in contrast to the mono-functionality of the sporting ground. Monopolization of use, finally, causes public space to crumble almost by definition. Ironically, this may also happen when public space is dominated by a single use, most commonly car transport, but also when it is appropriated exclusively by, for example, drug dealers or skinheads. Consequently, in this dimension, diversity is increased by each appropriation of public space given its use for passing and resting.

Public space should not be defined by aesthetics or ownership rather by whether it can provide a shared space for a diverse range of activities created by a range of different people. In theory, any place, regardless of its ownership or appearance, offers this potential.

Public space should mean cohabitation and acceptance of differences. The daily practices of residents in public spaces allow them to distance themselves from their community and to recognize the similarities and differences of others from inside and outside their community in relation to themselves. This is part of the construction of identity. Different dimensions such as gender, socio-professional characteristics and/or ethno-cultural profiles structure the self-identity, including a spatial dimension: place identity. Place identity attaches these different dimensions to the physical environment with 'beliefs, values, feelings, expectations, and preference. It also contains a dimension of competence relevant to how adequately the individual uses the physical settings.

The dynamics of the city and the urban user's behaviours can create public spaces that legally they are not or that they were not foreseen to become public, opened or closed spaces. An abandoned building or open space, an interstitial between buildings can become public. In any case, what define the nature of public space is the use and not the juridical status.

Public space supposes public dominance, collective social use and multi functionality. Physically it is characterized by its accessibility what makes it a centrality factor. The quality of the public space should be evaluated, mainly, by the intensity and quality of the social relations, symbolic identification, cultural integration, and mixture of groups and behaviours that it is able to produce.[2]

The trouble is that too many urban developments do not include convivial spaces, or attempts are made to design them in, but fail miserably. However, convivial public spaces are more than just arenas in which people can have a jolly good time; they are at the heart of democratic living and are one of the few remaining locus where we can encounter difference and learn to understand and tolerate other people. Without good urban public spaces, we are likely to drift into an increasingly privatized and polarized society, with all its concomitant problems. Despite some improvements in urban development during the last couple of decades, we still produce many tracts of soulless urban fabric that may deliver the basic functional requirements of shelter, work and leisure but are socially unsustainable and likely generators of future problems. Such places should consist of a rich, vibrant, mixed-use environment that does not die at night or at weekends and is visually stimulating and attractive to residents and visitors alike.

1 LEFEBVRE, Henri, 1968. **Le droit à la ville**, Anthropos, Paris.
2 BORJA, Jordi, **La ciudad conquistada** (*The conquered city*) 2003. Alianza Editorial, Madrid.

b) A main issue: safety in public spaces

Nowadays in many cities prevails a negative dialectics between public spaces and a diffused unsafe feeling, linked to an increasingly social exclusion. One of the main challenges in improving public spaces is the need of an active urban policy to break this vicious circle. It deals with a main asset of any successful city, even in the field of competitiveness.

We face today the growing trend of assuming a negative dialectics between the public space, a widespread perception of insecurity and the social exclusion of youngsters. A valid urban policy may reverse such trend, as social cohesion is as important to a city as its planning: both principles affect its functionality. Urban planning cannot avoid enhancing everyone's right to security in the cities that is the right for each and everyone to use protected public spaces.

Integration and social cohesion becomes a main requirement to ensure urban security. It doesn't deal with urban quality or public spaces design. A des-structured society with significant exclusion of social groups is not able to generate a safe public space with reasonable security levels for users. In this sense the continuity of the European welfare state services becomes crucial; it becomes a pre-condition to ensure conviviality and coexistence in public spaces.

Urban planning should contribute to make effective the right to security in the city that is the right to enjoy protected public spaces for all and without exclusions.

Urban spaces, pedestrian streets and city centres that are abandoned and deserted cause many people to feel unsafe. The goal for many municipalities and planning departments is to integrate different functions in order to create a lively environment. Attempts are also being made to preserve housing in city centres so that these quarters stay populated after work time and at weekends.

The best way to ensure safety in public space is ensuring its continuous social use, the people presence. Concentration of diverse collective uses should be ensured. Public spaces should become places of inclusion for people that suffer social exclusion. Diversity of functions, of uses and of users is the crucial element for ensuring a real collective and shared use of public spaces. This is the way to ensure security, despite contradictions generated by multi use. If a public space is appropriated by only a single group, it can become frightened for the rest of the population.

The right to safety is a fundamental right for all. But it should be accepted that the city is also a shelter, a protected domain, of survival for vulnerable social groups, for immigrants coming from unsafe places. This is also a constitutive element of our European cities.

The requirements to ensure the security function of public spaces are, among others the following:
- Intensity of use, including commercial and residential uses, its equipments and accessibility,
- Avoiding empty spaces along the day, mainly by night,
- Its formal quality, monuments, quality materials and prestige of architectural design,
- Urban organisation and planning of transition spaces between commercial and residential areas, between cultural assets and conflictive areas,
- Citizens and community participation, residents and users in the neighbourhood management of spaces and equipments and in the collective activities that take place in those areas,
- Encouraging specific activities addressed to social excluded people, as education, culture, arts, and sports using available spaces.

Safety planning and design involves more than the concrete, physical features of a space, although interventions at this level may occur first in safe cities, for different type of users, mainly disadvantaged and vulnerable groups. As a result of these interactions, public spaces them become gendered.

La rue, fief des mâles (The street: the male fief) I Le Monde. CULTURE ET IDEES | 04.10.2012

On the street or subway, we cross old, young, men and women. At first sight, the public space is mixed. At first glance only. Because the urban space is a space where the imbalances between genders remains deep. By day, it shows little. Women move more than men, and they do walk when men roll into a car.

Above all, women just cross urban space, they do not stop says the geographer Yves Raibaud, co-producer of a report, in 2011, commissioned by the urban community of Bordeaux. "We found that women less often hang out in the street without having something specific to do and move quickly from one place to another," confirms Patricia Perennes, from the feminist OSEZ. Go quickly to avoid trouble... As a woman walking alone is three times more addressed in the street than a man. Sometimes sympathetic, these meetings can be unpleasant and cause a sense of insecurity.

Whistled, crushed, insulted, as many situations experienced by women in the street. This is a good example with the Belgian student Sofie Peeters, who turned, this summer in Brussels, a hidden camera film which shows that she is the target of macho or insulting remarks. Sociologist John Lieber, Professor at the Institute of studies on gender, in Geneva, women are subjected to "sexual reminders, small acts that have nothing serious but that reminds them of constantly that they are potential "prey" in the public space: comments, eyes supported, etc.".

Parents derive consequences by telling their daughters how to behave and dress very early. *"All day, explained you need to be as a woman, televisions and newspapers do the same, and you end up no more you define as a human being"* says Louise Montout Planner. In 2011, 1.9% of women reported experiencing physical assault, while 10% suffer spousal violence. However, and although the sexual revolution has alleviated things, the social representation is home the haven of peace and, outside, a dangerous space. Go further: a single woman in a park at night? It's a prostitute. And daytime: a mother.

Public policy managers, planners, are mostly men and they act based on ideas they have on women. Is it because economic, or environmental reasons, or because they imagine women in the home the evening, that 5. 000 French local authorities recently decided to switch off the lighting between midnight and 5 a.m.? Why are festive and nocturnal places constructed without toilets? Because the night is masculine considered. On the other hand, policy makers and planners do not forget the corridors to strollers, or install beside the female-dominated workplace nurseries. "Planners will answer that, at meetings, asked these corridors to strollers!", replies Louise Montout.

Everyone agrees: the city is designed by and for men, 'it belongs to men'. The dogma is so entrenched that we have find it difficult to call it into question. Because space is not forbidden to women that are prohibiting themselves access to a street, a bar, a party place... Taboos are such, shows the study of Bordeaux, the places they find repellents are the most numerous.

In fact, women build what the geographer Guy Di Meo called "invisible walls" in the urban space. These barriers are unconscious. They vary from one person to another and from one day to the other depending of emotions. They are the result of factors such as age, socio-economic level, personal circumstances or cultural environment. And yet fear touches the teenager as the mom and her stroller. "Just a rape publicized to ensure that all women have fear", said John Lieber. This fear turns over the years with the idea of being a prey. It is this vulnerability that pushes elderly people to hide their money under their pull when they go outside.

Read more: "L'USAGE DE LA VILLE PAR LE GENRE: LES FEMMES" comissioned in 2011 by the municipality of Bordeaux (France) - www.aurba.org

c) Different spaces, plurality of uses, diversity of users.

There is a relationship between uses and users. A diversity of people using public space does not only mean that many different social categories are using it, but also that their presence is visible and recognized in situ. If public space works well – inclusively and according to its democratic ideals – such diversity is not a problem, and there are usually no problems associated with increasing it.

The "good public space" is accessible and polyvalent, what allows it in delivering services or to be used by diverse people in different or in coincident times. But a higher quality of public spaces can produce higher conflicts of use. Public space is the place of conviviality and tolerance, but also of difference and conflict. As family and school it is the place of social life learning's, of discovering other people, of life sense.

Conviviality is a key concept for the public spaces uses. It deals with cordial, cosy and welcoming public spaces. It is defined as 'festive, sociable, and jovial'. Places where people can be 'sociable and festive' are the essence of urbanity. Without such convivial spaces, cities, towns and villages would be mere accretions of buildings with no deliberate opportunities for casual encounters and positive interactions between friends or strangers.

Diversity of users and uses is a crucial in guaranteeing that all of the population uses public spaces. This way security will be guaranteed in spite of the multiplicity of users, as only if a single group takes hold of a public place the rest of the population will experience a fearful use of it. Diversity favors multiplicity of functions and it has a great potential.

The concentration of disadvantaged and vulnerable groups in limited spaces creates a sense of entrapment. The social fragments that have been put next to each other in deprived neighbourhoods, either by market forces or by public planning, start to crack in public places of these neighbourhoods. On the one hand, intensive use of space by some groups excludes and intimidates others. On the other hand, the limited amount of public space is under the threat of encroachment by other demands on a finite commodity. In these places of fragmentation and competition, communication is often difficult, if not impossible, as different social groups speak different languages, have different attitudes and have different frameworks. A public space that allows this diversity to become aware of itself through free expression can be a significant asset for such a diverse population.

Public space is an essential component of the daily life of homeless people, whether rough sleepers or hostel dwellers or others who are inadequately housed. We have to consider the ways in which the increasing surveillance, regulation and control over public space, evident in all European cities, has impacted on the lives of homeless people.

Urban regulation and surveillance and their impact on the use of public space has to be analyzed to know how they impact in the different uses of diverse users. Control over access is also accomplished by the disciplining of behavior; that is, access is assured only to those who engage in permitted behaviors which, increasingly, are associated with consumption activities.

Uses and forms of appropriation are influenced by social and ethnic relations. For immigrants and the working class, who were socializing in public spaces, public spaces were meant for socializing. On the contrary, for gentrifiers, public spaces were meant as circulation or consumption settings, and the uses and representations of the other groups were considered to be 'inadequate'. Reactions to what is perceived as a misuse of the space or "an invasion of their territory" will vary from fighting to reducing territorial claim.

Often, different social groups co-existed in the same spaces without paying much attention to each other. Apart from people passing through, the most common activities are sitting, waiting, watching and chatting. The public spaces provided opportunities for all individuals and groups to see and be seen by others. People who would not otherwise routinely share space could do so in the town centre.

The effect of all social groups being visible within civic public spaces, including people of different ages, class, cultures or ethnicities, goes some way to enabling everyone – children and young people in particular – to observe and perhaps accept difference. We must not forget that young people are using public spaces as a part of their attitudes of assertiveness and confrontation with other generations. The demographic trend with a growing presence of elderly people in public space is other trend that we must consider, taking their habits and their needs into account. Differences between users are very relevant if we consider people going to work, schedules, retail shops, leisure and cultural events, school time, etc. Good public spaces should integrate and assemble all these differences.

The issues that affect people's use of public spaces include the resources at their disposal, social norms and their individual values. Some people are highly mobile and confident in moving around their cities; others remain constrained by where they live or work.

The presence of newcomers, mainly immigrants coming from developing countries should be pointed. People coming from poor countries bring their own habitudes in using public space, i.e., making a more intensive use of open public spaces during the day, observing and chatting. Likewise, due to its low income or poverty conditions, they use public space as a site for informal commerce. These behaviours usually contradict local regulations and local people values and norms.

Increasingly public space is being pulled in opposite directions. At one end, the core ideal of public space – free and open access to all – is being undermined by a focus on safety. This is creating bland spaces with no real ability to draw in or retain people. At the other end, the increasing diversity of individual lifestyles is splintering public spaces into a patchwork of specialised enclaves, defined by income, age, ethnicity and taste.

A new town square could be carefully – and expensively – designed but this was no guarantee that people would use it. Greater understanding is needed of the diverse motivations, needs and resources that shape people's capacity and desire to use urban spaces.

Several types of users of public space can be identified, covering a range of age, income and activities. The resources people have at their disposal (both time and money), their social norms and their individual values were important in shaping these patterns.

To separate or to combine dwellings with other city functions such as restaurants and cafés or with the presence of tourists is a main dilemma in our European cities. While the goal of urban development and planning has gradually become to mix functions in individual urban quarters and areas, this blend also has a downside such as conflicts between various users.

Allegedly the reason for that lies in the enormous expansion of urban population that concentrates in areas where urban quality and values are higher. This generates a *new demand* for both centrality and public spaces, which have not been accompanied by a corresponding expansion of the latter (not envisaged nor scheduled). This imbalance between demand and offer has generated an overload of pre-existing public spaces, which deformed them due to improper use and overcrowding.

Combination of uses, often, can also increase in crime, violence and uncivil behaviours in particular when many people gather. Although populating urban spaces is good for people's sense of safety, it also generates problems when a wide variety of activities go on simultaneously.

Beyond central public spaces in the central parts of the cities, public spaces of residential areas have a relevant role in the daily life. Public spaces, as an extension of the dwelling, are part of the home environment. It is through daily practices that individuals and groups (households) extend their home from the dwelling to include public spaces. Individuals, households and groups, through their uses and representations, will appropriate a physical space. Their sense of familiarity and attachment may make them consider this space as their own. "Life between buildings"[3] represents primarily the low-intensity contacts located at the bottom of the scale. Compared with the other contact forms, these contacts appear insignificant, yet they are valuable both as independent contact forms and as prerequisites for other, more complex interactions.

If activity between buildings is missing, the lower end of the contact scale also disappears. The varied transitional forms between being alone and being together have disappeared. The boundaries between isolation and contact become sharper - people are either alone or else with others on a relatively demanding and exacting level.

The possibility of meeting neighbours often in connection with daily comings and goings implies a valuable opportunity to establish and later maintain acquaintances in a relaxed and undemanding way. The opportunity to see and hear other people in a residential area also implies an offer of valuable information, about the surrounding social environment in general and about the people one lives or works with in particular.

Lively cities (http://www.lively-cities.eu/)

Lively Cities' aim is to turn mis-used, under-used and/or non-used spaces into new destinations where people choose to spend their spare time by using new concepts for Europe. The *place-making* and the *place-management*, instead of a traditional approach, where the design of public space is imposed to communities and often made according to aesthetic criteria rather than the needs of potential users. The project chooses a n approach, where communities are questioned about their expectations and requests on defined spaces in order to propose solutions to decisions makers.

Place making and Place management will completely change the way urbanism is currently tackled in Europe. Instead of the current urban development which is traditionally dictated by a "top-down" approach, where the authorities decide for communities, Lively Cities chooses to adopt a "bottom-up" approach, where communities are questioned about their expectations and requests on defined spaces in order to propose solutions to decisions makers. A new approach: Bottom-up.

8 partners from 4 different countries will work together and exchange on common issues. Partners will involve public spaces' users, share their expertise, experience and knowledge to set up pilot tests, actions of place making and long-term structures of place management, guarantee of the long-term success of the space.

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3 Gehl,, Jan, **Life between buildings** 2002. Arkitektens Forlag - The Danish Architectural Press

Lively Cities is a European project cofunded by [INTERREG IVB](#) programme and the Walloon Region, the project gathers 8 partners from 4 countries: Belgium, France, the Netherlands and the United Kingdom. They started working transnationally and involving communities in March 2011 and will continue doing so until the end of the project, in December 2014. The [partners](#): 5 city councils, 1 university, 2 public private partnerships, one of which is a town centre management, will share their expertise during 4 years. The Belgian Association of Town Centre Management (AMCV) is lead partner of the project.

Project partners have different expertise: public consultation, ecology, culture, music, performing arts, sustainable development and environment, restoration & enhancement of heritage, green landscape, urban renewal, information & communication technologies, design, town centre management, place making, tourism, European projects. All expertises will be shared in two working teams: empty public spaces and linkage between public spaces.

Partners identified in their own city one or more misused/ underused/ non-used public spaces. Because these public spaces have not been designed for people, potential users don't use them. LICI's aim is to transform these empty, damaged public spaces into long-term lively places, new destinations for communities: [Urban Lifestyle Point (ULP)](#).

The success of a ULP can be measured as follows:
- Its appropriation by users and communities (residents, workforce, visitors, students, etc.
- It must be a destination, not a mere fad;
- The quality and force of its image;
- The success of its "conviviality" function;
- The use of the space and the value of its offer;
- The easiness to park and access it;
- Its capacity to be a natural link with its surroundings;
- Its continuous ability to evolve and improve

The Lively Cities' work has started with the identification of the users, the observation of surroundings, public consultations, events, online surveys, on-site and around site interviews in order to define users' needs and expectations. In 2012, different pilots will be tested: free wifi, removable furniture for users to design their own space, outdoor library, animations, public art, interactive performances... all these temporary actions will be observed in order to assess of their success or not, modify them if necessary, before setting up 2013 and 2014's actions!

d) Privatization as an important trend of public space in the contemporary city.

Neither ownership of public areas nor buildings in the city, nor the scope of public authority can fully capture the notion of public space. In addition, the question of usability arises. It should be highlighted the fact that the public space cannot be adequately qualified by differentiating between public and private ownership: "public space" for most policy purposes cannot be delimited simply to that space that is publicly owned. Ownership is itself a complex category, and publicly usable, rather than publicly owned, the relevant category for analysis.

The function of public space has become a critical issue for several reasons. On the one hand, there are arguments in favour of its political uses, and against its privatization; on the other hand, there are arguments for its safety, proposing zero tolerance policing, its privatization and similar solutions as remedies for the future. These arguments are repeated and can be termed 'people's right to the city' and 'securing safety in the city', respectively. While the former arguments tend towards the political, finding in public space a democratic necessity for citizens in the city, the latter arguments often hinge on consumption, trying to turn the contemporary city into an attraction for tourism and investments.

Squares, city beaches, fields, parks, quays – in theory they are open to everybody, but their public character is under pressure. Public spaces are being privatised as a result of the decrease in state intervention, they are assigned a particular theme to encourage tourism, or they are under tight surveillance to improve security. The result is a growing number of sites that are intended for a specific group instead of for everybody. In short, my public space is no longer your public space. It entails, hence, a reduction of accessibility, an increase of security issues and surveillance. It is often linked with gentrification, shopping centres and commercial areas.

As a secular space, the public space of the modern city has always been a hybrid of politics and commerce. Ideally, the anarchy of the market meets the anarchy of politics in public space to create an interactive, democratic public.

The once expansive notion of public space that guided early democratic ideology and the extension of public rights have been often jeopardized by countervailing social, political and economic trends, trends that have caused many to recoil against any exercise of democratic social power that poses a threat to economic interests.

These trends have led to the construction of public space. Interactive, discursive politics have been effectively banned from the gathering points of the city. Corporate and state planners have created environments that are based on desires for security rather than social interaction. Privatization is usually linked with safety and surveillance. Often, in the name of comfort, safety and profit, political and social interaction is replaced in these spaces by a highly commodified spectacle designed to sell. It deals with a sort of "disney-fying" space and place.

Gated communities restrict access not just to residents' homes, but also to the use of public spaces and services – roads, parks, facilities, and open space – contained within the enclosure. The management and owners of the residences in gated communities place great emphasis on security and order, which is ensured through the use of various forms of restricted access, but also by means of a wide range of compulsory rules and regulations, so-called 'covenants, conditions and restrictions', in order to secure both good conduct and self discipline on the part of the owners and the residents.

The main characteristics of public space are accessibility and usability for all citizens. However, current developments, primarily observed in cities, suggest the loss of a clear distinction between public and private space. Instead, urban spaces of hybrid character are emerging. Spaces with public functions, like train stations, parks or pedestrian areas, are changing in character, and semi-private spaces, like malls or plazas, are spreading.

We have to point that planning is becoming more and more dominated by private interests and by authoritarian decisions of municipalities. In many West European cities tax-incom maximising policies are behind the efforts to make inner city areas attractive again. The consequence is increase in socio-

spatial segregation (growth of gated communities of the high income people vs ghetoization of the poor and the immigrants).

Finally we should point the specific problem that is taking place in several cities of the <u>former socialist countries</u>. Private ownership, coming up from devolution of public spaces and buildings, most of them located in central parts of the cities, to the former owners, is creating huge obstacles and difficulties to improve and manage those spaces that have a common or collective use.

e) Access, mobility, transport and public space.

Accessibility to public spaces and indeed access around the city more generally, are some of the key issues for public spaces uses. The notion of <u>connectedness</u> refers to access and <u>permeability</u>, both real and perceived. The strategic role of <u>connections in the city</u> should be pointed, particularly strategic connections between residential areas, the central area spaces and other public spaces such as parks. If these key spaces can be identified as existing or potential shared spaces then how can they be better connected and how are they geographically distributed? It is the strategic challenge for cities.

<u>Mobility</u> should be integrated in the current urban planning processes. Traditionally, the key underlying concept was the creation of independent zones for the four functions: living, working, recreation, and circulation. Some of these concepts have been widely adopted by urban planners, but mainly that of separating urban functions, rather than the inflexible approach to road hierarchy.

Nowadays reducing the need for car use by <u>restoring proximity</u> is a key issue of urban planning with a clear impact in the public space use. The need for car use must be reduced through gradual but permanent restoration of the proximity of urban functions. This will allow a reduced presence of cars in our streets, in our public spaces.

A relevant reason why walking less is the lost of proximity. So people walk less because there are no destinations within a <u>walkable distance</u>: shopping malls can be reached only by car (for distance and for safety reasons) and parking facilities are greater and free; services are concentrated for economic reasons (scale economy); work places are not fixed, so trips are multiscope and they need a flexible means of transport. But proximity is not just a matter of rationality, but also affected by "energy saving" needs.

Several measures should be implemented to achieve an <u>increasing density</u> around public transport stations (relationship between developer investments; increase in land value and return on investment), trying to link urban regeneration to limiting urban sprawl, reducing parking places and improving public transport facilities.

Likewise <u>pedestrian areas</u> are a very relevant aspect of mobility and for accessing the public space.

- ### f) Public spaces in suburbs and urban peripheries.

Public spaces are challenged in the urban suburbs and peripheries of most of our European cities Most New Towns and new developments are planned with the explicitly stated aim of creating a lively, attractive and safe city or district. Nearly all of them appear to fail in this aim. Many factors combine to make it very difficult and complicated to achieve active public spaces in new areas – the population is spread out, densities are low, functions are segregated even where integration has been attempted,

with each building frequently only <u>housing one function</u> and concern for active ground floors is generally absent. Added to this is the haphazard forming of the <u>spaces between buildings</u> and the general neglect of climatic considerations and disregard for existing knowledge concerning human behaviour.

There is no careful invitation for life and activities to be found here. People hurry through the spaces, if they venture outside at all, and a <u>general emptiness</u> becomes almost automatic. The lack of commercial or services activities in the buildings ground floor is another obstacle for common public spaces and social interaction opportunities between buildings.

Dispersion and fragmentation define extensive urban suburbs and peripheries. Low density and residential specialization with commercial enclaves located in the highways intersections are common features of these spaces. In this landscape, often called "the dead of the city" with new spread urbanity, public space as a convivial and social interaction place, easily accessible without restrictions, becomes in crisis. Within our urban peripheries there is a redundancy of public space with a very low frequentation. The lack of real use of common spaces is linked to the reduced pedestrian mobility in those fragmented, low density mono-functional peripheries.

The specialization of these public spaces is a serious problem because they are car dependent regarding its accessibility. The spaces between buildings and blocks remain empty.

In this context <u>public space becomes</u> <u>illegitimated </u>and the way to privatization is opened. Privatization of public space is the logic consequence of the specialisation and redundancy drift. What can we do with an extended and unfrequented public space? Temptation of privatization becomes obvious. It entails the privatization of the daily residential space (streets, gardens, small community equipments. New spaces of consumption and leisure, as malls, shopping centres…., become spaces of "collective and common use" but with private ownership, management and surveillance.

The so called "no-places" can be transformed in real places. The public space design remains the decisive test to measure the capacity for city creation, to foster the citizenship exercise. Public space should be polyvalent, serving different uses, people and times, integrating it with dwellings and trade activities, defined as the realm of social relations and social cohesion; as a reference for daily life.

g) Creating, regenerating and recovering public spaces.

The transformation of a public space into a place where people meet and exchange is thus directly linked to the communities and users who are expected to use the space and to the way they will do it. It can either be a public square, a public park or any other public space.

In the urban regeneration processes, public spaces have a crucial function in articulating the urban fabric and in giving sense to the regenerated areas. Several authors and experts in urban issues, distinguish between different ways of producing public spaces: regeneration, restructuring and production ex novo.

The <u>regeneration </u>of public spaces covers different types of interventions:
- Recovering deprived historical centres, through opening streets and squares, cultural animation, trade in open spaces, cultural equipments, pedestrian streets, improvement of existing streets and sidewalks and several measures to allow a safer public space.

- Restructuring of urban ways monopolized by circulation, for example, through the creation of pedestrian areas.
- Improving squares and streets in suburbs and peripheral neighbourhoods, through gardening and greenery, new urban furniture, lighting, new cultural equipments to become real public spaces with a good quality level, equating them to the city level.

The _restructuring_ deals with converting public spaces and equipments belonging to obsolete areas (infrastructures, industrial sites, military facilities) in new public spaces with citizenship sense.

The _production ex-novo_ of public spaces should become a key factor to integrate the whole city. There are several opportunities to create and to produce public space:

- Considering natural spaces (forestry, waterfronts, ecologic or agriculture areas) as public spaces and not just as empty spaces, defining compatible uses with sustainability.
- Using empty areas to interweave the peripheral urban fabric through equipped and accessible parks
- Opening new urban axes to articulate different central areas
- Considering as high quality public spaces those specialized infrastructures and equipments as stations, airports, shopping centres, university campus, hospitals.

The existence of _vacant or abandoned plots_ in central areas of cities with obstacles for regeneration because of problems related to ownership is a relevant factor. Many of these plots are used for informal purposes such as parking of vehicles, or become sites for trash accumulation or they become refuge for criminal activities. When several abandoned sites are concentrated in certain areas or neighbourhoods, it becomes a very big problem for the area. The recovery of these plots as qualified public spaces is a challenge for many cities. Often, recovery involves negotiating with private landowners or with different regional or national owners of these plots. Negotiation should be focused in the possibility of a _temporary use_ of those plots to facilitate agreements with the owners.

ESTO NO ES UN SOLAR *(This is not a vacant plot)* http://estonoesunsolar.wordpress.com/

The "estonoesunsolar" project is a initiative of the Zaragoza City Council through its public company "Zaragoza Vivienda" and coordinated by the Italian architect Patrizia Di Monte. It confirms the potential of abandoned, disused and vacant spaces to generate new urban development proposals. For more than six years Patrizia Di Monte and Ignacio Grávalos designed a project called "Vacios cotidianos" looking for filling disused urban spaces: regenerating abandoned or degraded spaces for social, cultural and artistic uses. Nowadays the project "estonoesunsolar" (this is not a vacant plot) is going beyond its original proposal, with a growing involvement of residents and neighbours, extending the type of uses (education, sport...) in the several vacant

plots of the historical center of Zaragoza. Likewise, it has obtained architectural awards like Eurocities and Garcia Mercadal, among others.

This project has an experimental dimension, but already allowed the transformation of 28 abandoned plots, with 42.000 m2, within public spaces, mainly with a temporary use, where more than 40 community associations have participated; neighbourhood, cultural and elderly people associations, as well as schools and district council members.

The active participation of the community contributed to a good identification of the best uses for those regenerated plots. Likewise, the strong simplification of the bureaucratic procedure to allow a temporary use of those urban spaces of public ownership was a key factor for success. t should be pointed that around 100 unemployed people where hired to work in the urban regeneration process.

h) Involving users of public spaces in the urban decision making process.

Spaces that support sharing cannot be created by designers and architects alone. Public space works best when it is .co-produced' by the people who control or manage the space and those who use it. The involvement of all the city users is needed to go forward in the interpretation of public spaces uses and to reinforce urban neighbourhood management. Basically, it deals with taking user's practical knowledge into account.

We have to be aware that the increasingly complex city is also the city where it diversifies the production of knowledge diminishing the possibility of controlling the processes from a central planning authority. The knowledge city is characterized by the fact that a growing number of actors have also increased knowledge. We must recognize the limits of prediction and control in the city.

It is a necessarily participatory process whereby community member's work together to create spaces that accommodate strong social relations. In order to be successful, planners and designers must pay attention to how people express themselves in, and interact with, public space.

We include in the concept of "users" different kinds of actors that use the city in a large sense: residents, tourists, visitors, field workers, maintenance workers, policeman, social workers, garden keepers, NGOs, shopkeepers, householders, bus and taxi drivers, private cars drivers, municipal services officers, other public services, urban planners, different type of owners.

This city "user's community" should be focused in the urban daily management and maintenance improvement but also in identifying all those obstacles that reduce or avoid the appropriation of public space by its users.

User's knowledge can be useful to reinforce several management aspects or to modify inadequate management procedures and tools, or to check the need of new responses to cope with conflicts in the uses of new urban spaces.

> **Gestion urbaine de proximité et projets de rénovation urbaine. France.** *(Urban neighborhood management and urban regeneration projects)*

> The involvement of residents in neighborhood urban management is crucial. Residents as main users of the urban spaces, they have the practical knowledge and should share with the field workers the real neighborhood daily performance.
>
> Involvement of users should be inserted in a coordination process with the managers. It supposes the implamentation of new methods, tools and know-how. Likewise it supposes political leadership.
>
> La GUP (Gestion Urbaine de Proximité – *Urban neighborhood management*) is a privileged partnership issue with a direct impact in the daily life of residents. The cleaning of common spaces, the quality of lighting and signaling, the accessibility to neighborhood equipments and services, are elements with a big influence in the resident's satisfaction. Rapid and visible maintenance of neighborhood public spaces encourages the neighbors' involvement in a positive way.
>
> A better knowledge of uses and expectations of residents is essential to bring sustainability to those investments in urban regeneration. That's why city councils and housing companies are interested in involving residents in the process.
>
> In several places, residents and users participate in the debate of concrete regeneration alternatives that concerns them in their daily life. Where should de parking places, the waste collection points, or the play areas be localized? How circulation should be organized to ensure the neighborhoods security? Should fences or gates be installed to mark the residential spaces?
>
> The organization of workshops with users and residents, urban managers, housing companies and local authorities should be driven and diagnostics through the method of "collective walking" observation, shared by local councilors, NGO's, urban managers, planners and neighbours, should be organized across public spaces and common areas.
>
> "Uses rules" should be elaborated, appropriated and shared with residents. Once the new regenerated spaces are delivered, the new status of ownership, municipal management and housing companies roles, should be negotiated and adjusted in terms of methods and procedures. It is very important to involve neighbors in the elaboration of a "good neighborhood letter" at the housing buildings level.
>
> **FICHES REPERES DE LA GESTION URBAINE. <u>ANRU</u>.** Fiche nº 1. Septembre 2006.

I) Managing and maintaining the public space

A place that is obviously cared for will be much more popular than one that looks neglected. Lack of adequate maintenance also leads to 'tipping': an escalation of damage and deterioration (e.g. graffiti tagging that is not swiftly removed will encourage more. Maintaining and refurbishing public urban spaces is crucial to our sense of safety. The lack of maintenance sets a vicious circle in motion and that places that are not taken care off.

The physical attributes of the observed places contributed to their local reputations and the ways that different groups used them. The provision (or lack) of toilets, suitable seating, lighting, car parking and signage influenced people's attitudes to the public spaces. Inadequate provision of these facilities discriminated against some groups more than others – for example older people, those with young children, and people with disabilities.

Daily management of public spaces is being revalorized as a key issue to ensure high quality and attractiveness of public spaces. The good maintenance, upgrading and cleaning of public spaces is crucial to ensure the good use o urban public places.

Increasingly, maintenance and management of urban spaces adopts the idea of a comprehensive "urban neighbourhood management" (called *"gestion urbaine de proximité"* in France). It can be defined as the set of activities contributing to the good performance of an urban area and in consequence to the quality of the urban life.

Urban neighbourhood management has to ensure coexistence and social ties among urban users. It doesn't deal only with a technical question to ensure the maintenance of a physical component of the city. Daily management has to ensure the harmonic coexistent of different categories of public space users considering their different needs.

The involvement of users in the decisions of urban neighbourhood management is a key part of the process. It allows the inclusion of their expectations and their needs as real users.

Awareness of the complex organization required for the maintenance of public spaces, should be pointed. The practical knowledge of those who use the public space is a valuable asset for a good urban neighborhood management.

Daily management and maintenance of urban spaces should be nested. Traditionally these were considered devaluated activities, neglected by the urban regeneration processes.

Usually urban renewal and urban design don't take the urban performance analysis neither the practices of their inhabitants and users into account. Therefore the urban neighbourhood management challenges are not reduced to solve the daily problems of public spaces performance, but to collect information and understanding of this performance to feed the future city design.

For this reason the optimization of the urban neighbourhood management procedures has to be agreed between managers and designers of the urban renewal from the beginning of the project design phase and along the different phases. Thereby difficulties of maintenance and management associated with urban renewal processes can be avoided.

Through urban neighbourhood management public institutions ensure public space preservation avoiding deterioration. Likewise this urban management symbolizes the control over those spaces. Urban neighbourhood management include different dimensions as the following: organizing circulation, defining parking zones, delimitating different spaces, treating different spaces for different uses, ensuring accessibility, etc. In other words, establishing uses codes and collective life rules.

Urban Neighbourhood management is based in a preventive logic that requires the construction of an "observation and control" system with capacity to articulate users of the city, ensuring a strong reactivity toward urban dysfunctions in public spaces and with an effective monitoring and following capacity of the evolution of these uses. In this way the costs of maintenance, cleaning and upgrading will become lower.

Our clean cities (Eurocities project)

Having clean and attractive streets is important to the development and sustainable growth of our European Cities. The Clean Cities Working Group of the Eurocities Environmental Forum is working to improve the attitudes and behaviour of our citizens towards littering and other activities which impact on the attractiveness of our cities. Belfast chairs the working group which is made up of the following active Member cities: Belfast, Gothenburg, Porto, Birmingham, Leeds, Sheffield, Bristol, Madrid, Tallin, Cologne, Newcastle, Tampere, Glasgow and Oslo

It deals with:

— Consulting our citizens,

— Monitoring the cleanliness of your streets,

— Changing citizens behaviour,

— Engaging your citizens,

— Empowering your citizens,

— Approaches to environmental crime,

— Enforcement,

— Working in partnership.

We are looking at approaches to maintaining clean and attractive cities and how this can improve the quality of our environment. We are also identifying and promoting best practice in this field by facilitating the exchange of information between cities. This booklet tells you about successful projects identified through research carried out by the Clean Cities Working Group. Its aim is to help cities learn from the experiences of others and identify solutions to common problems.

You can find more information on the EUROCITIES Network and the Clean Cities Working Group

j) Animating public spaces.

Public spaces should be alive places with activities, those that facilitate contact and social interaction. The animation of public space is a historical component in European cities: the party, art, cultural and sporting events are part of the public space. Policies animation of public space should be an important part of it, especially those public activities, ie allowing access for all citizens.

Reclaiming public space | www.humancities.eu
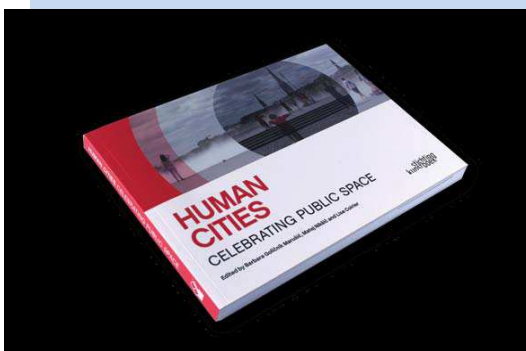
During the past few years, Human Cities as a project and as a network, has aspired to come to terms with the gap between the practice and the theory of urban issues. This online publication is no exception; it is rooted in actions initiated by the civil society to reclaim public space. It continues its way along academic and professional thoughts about this phenomenon and we

hope it will enlighten and empower all kinds of people working with public spaces. It is an attempt to describe, analyse, evaluate and disseminate initiatives started by citizens, in order to foster imagination, creativity, collective experiments and criticism in contemporary cities.

For the second strand of the Human Cities European project called "Reclaiming public space" the network focused its observations, analyses, production, communication and mediation on various initiatives resulting from a bottom-up process (started by non-institutionalised actors: citizens, artists, and associations) that reshape the forms and ownership of public space.

These creative "human-centred" initiatives, which result in various forms of investment in the city, actually reconcile two aspects of the very concept of public space: the political aspect as a place for Exchange and participation, and the material aspect as a place accessible to all. For the second strand of the Human Cities European project called "Reclaiming public space" the network focused its observations, analyses, production, communication and mediation on various initiatives resulting from a bottom-up process (started by non-institutionalised actors: citizens, artists, and associations) that reshape the forms and ownership of public space. These creative "human-centred" initiatives, which result in various forms of investment in the city, actually reconcile two aspects of the very concept of public space: the political aspect as a place for Exchange and participation, and the material aspect as a place accessible to all.

Moreover, they are good indicators and sources of inspiration for continued development of urban public space that is more attentive to its first users. During the past two years, the partners of the Human Cities network dealt with this topic following artistic, cultural, communicative and scientific approaches.

With the support of the "Culture" (2007-2013) programme of the European Union.

k) Methods & tools. Analysing, designing and evaluating the good public space

There is no standard formula for creating good public spaces. It is important to remember that although design is important, the size and location of the space along with the way it is managed and animated are equally important factors. We have much to learn from the successful places of the past. Although we have many new technologies and the world has changed spectacularly in the last 100 years, the basic human need for conviviality has endured. It is no coincidence that most of the world's most popular public spaces have been there for hundreds of years (with some adaptation over time). With our current knowledge it should be possible to create new convivial and inclusive urban spaces for our expanding cities, as well as improving those which haven't quite worked, by respecting the experience of history, yet not slavishly imitating what has gone before. Some experiences and methodological approach are pointed in the following examples.

Convivial Urban Spaces. Creating effective public places.

http://es.scribd.com/doc/48179208/Convivial-Urban-Spaces-Creating-Effective-Public-Spaces

There is no single blueprint for a convivial space, but successful spaces do seem to share some common elements. These may be broadly categorized under the headings of physical (including design and practical issues), geographical, managerial and psychological and sensual (how the space affects our mind, spirit and senses).

A convivial public space should answer affirmatively to the following questions:
•   Is the place enjoyable – is it safe, human in scale, with a variety of uses?
•   Is it environmentally friendly - sunlit, wind and pollution-free?

- Is it memorable and identifiable – distinctive?
- Is it appropriate – does it relate to its context?
- Is access freely available? Given that many convivial places seem to have grown organically through an accumulation of adaptations and additions; can we design such places at the drawing board?

Physical

- *Plenty of sitting places*. Good quality and robust – successful public spaces will get a lot of wear and tear. Investing in high quality, durable materials will save money in the long term.
- *Adaptable*. (Both for different uses and over time). Organic, incremental, fine-grained development copes with the inevitable changes of public space and allows it to go on thriving.
- *Asymmetrical,* yet well proportioned (balance without symmetry) – most successful public spaces are not completely rectilinear, often because they have grown and evolved in response to the topography and dynamics of the surrounding area
- *Variety and intriguing details*. (I.e. not monolithic) – this should comprise interesting landscaping, including plants, shrubs and trees, and intriguing use of colour and/or texture on built vertical surfaces
- Carefully considered and appropriate horizontal surface treatments, - for both practical and aesthetic reasons; these are particularly important where there are changes in level, in order that no one should be disadvantaged by their physical ability or needs

Geographical

- *Location*. Urban core, neighborhood or suburb) – generally public spaces work best when they are reasonably central, either in a town or neighborhood, and are at the convergence of routes that people use for other purposes. They also work better when they are surrounded by mixed uses rather than mono such as offices or housing. New public spaces are sometimes used to attempt to regenerate downtown or formerly problematic areas. However, if the immediate surroundings are still perceived as unsafe or neglected, people are unlikely to go there or run the risk of lingering there.
- *Clusters, sequences and strings of spaces,* most successful urban cores have more than one public space, allowing for variety of use and the pleasure of moving through a cityscape.

Managerial

- *Diversity of use.* People need a variety of reasons to gather and linger
- *Promotion of a relaxed, round -the-clock culture*. There is a fine balance to reach between ensuring security and imposing excessive surveillance that makes people feel uncomfortable – on the whole people are good at policing themselves, so the best management encourages a variety of people to be using the space at all times. There needs to be sufficient but not oppressive supervision so that crime risk and incivilities are kept under control
- *Inclusiveness*. Ideally everyone should feel welcome in a good public space, even if parts of it have dedicated group activities (such as play spaces or skateboarding opportunities)
- *Animation*. There should be opportunities for plenty of human activity, such as stalls, skateboarding, picnicking, as people attract people. These mixed activities should be encouraged rather than deterred

Psychological and sensual

- *Human scale*. People seem to enjoy a sense of enclosure without feeling claustrophobic. Huge structures (whether they be walls or buildings) and vast open spaces may be awe-inspiring, but they are unlikely to facilitate a feeling of conviviality:
- *Individuality and uniqueness*. Places with distinctive character and identity become positively memorable and may attract repeat visits. People will have the sense that they are in a unique place. This will result in a space that is complex, but coherent

- *Feeling of safety*. (unthreatening). This can be achieved through design and the management of the space, and is also perceived by observing the behavior of others.
- *Comfortable microclimate*. Both sun and shade and protection from cold winds (but encouragement of cooling breezes in hot climates!)
- *Visually satisfactory*. Not too dazzling or gloomy
- Incorporation of natural elements. Plants, trees, water….)
- *Acoustically pleasant*. Not too much mechanical noise (so you can talk), but not so quiet that you can be overheard.

To qualify as a completely convivial space all the above elements should not be present, but a high proportion of them contribute to the spaces that work well. Furthermore, the way in which these qualities combine to please the human consciousness is not an exact science.

There are clearly some objective considerations, such as even paved surfaces, seating or 'loitering' locations, adequate lighting, amenable microclimate and safety from motor traffic. However, beyond these are many subjective effects that the design, layout and animation of a place may have on the degree of personal comfort and delight. Different people will be affected by different combinations of elements to some extent, but there appears to be a core set of attributes that will please more or less anyone.

Here are some very practical and specific things that the designers and maintainers of public spaces can do and avoid doing, in order to achieve the best possible spaces:
- Design the open spaces meantime as you design or redesign buildings and other structures rather than regarding the space as what's left over after the buildings have gone up
- with safety and security in mind
- Consult residents or potential users. What do they like and dislike? What problems do they perceive? What do they want? What would they like to change?
- Encourage 'animation' of the space through activities, formal or informal
- Consider having 'graffiti walls' and community notice boards
- Consider having a range of designated spaces for different age groups (playgrounds, youth shelters, benches and picnic facilities), but make sure they are linked and oversee each other.
- Install pedestrian-friendly lighting not too high and incorporating full color spectrum luminaries
- Have a rapid response system to clear up dumping, graffiti, fly-posting and vandalism
- Put in place systems for regular greenery maintenance and rubbish removal
- Use the highest quality materials, fittings and plants that the budget can afford (they will save money in the long term)

PPS PROJECT FOR PUBLIC SPACES   http://www.pps.org

Project for Public Spaces (PPS) based in New York is a nonprofit planning, design and educational organization dedicated to helping people create and sustain public spaces that build stronger communities. Our pioneering Placemaking approach helps citizens transform their public spaces into vital places that highlight local assets, spur rejuvenation and serve common needs.

PPS was founded in 1975 to expand on the work of William (Holly) Whyte, the author of The Social Life of Small Urban Spaces. Since then, we have completed projects in over 2500 communities in 40 countries and all 50 US states. Partnering with public and private organizations, federal, state and municipal agencies, business improvement districts, neighborhood associations and other civic groups, we improve communities by fostering successful public spaces.

In addition to leading projects in our nine program areas, PPS also trains more than 10,000 people every year and reaches countless more through our websites and publications. PPS has become an internationally recognized center for resources, tools and inspiration about Placemaking.

What Makes a Successful Place?
Great public spaces are where celebrations are held, social and economic exchanges take place, friends run into each other, and cultures mix. They are the "front porches" of our public institutions – libraries, field houses, neighborhood schools – where we interact with each other and government. When the spaces work well, they serve as a stage for our public lives.

What makes some places succeed while others fail?

In evaluating thousands of public spaces around the world, PPS has found that successful ones have four key qualities: they are accessible; people are engaged in activities there; the space is comfortable and has a good image; and finally, it is a sociable place: one where people meet each other and take people when they come to visit. PPS developed The Place Diagram as a tool to help people in judging any place, good or bad:

Creating Great Community Places
Effective public spaces are extremely difficult to accomplish, because their complexity is rarely understood. As William (Holly) Whyte said, "It's hard to design a space that will not attract people. What is remarkable is how often this has been accomplished."

The Community Is The Expert
The important starting point in developing a concept for any public space is to identify the talents and assets within the community. In any community there are people who can provide an historical perspective, valuable insights into how the area functions, and an understanding of the critical issues and what is meaningful to people. Tapping this information at the beginning of the process will help to create a sense of community ownership in the project that can be of great benefit to both the project sponsor and the community.

Create a Place, Not a Design
If your goal is to create a place (which we think it should be), a design will not be enough. To make an under-performing space into a vital "place," physical elements must be introduced that would make people welcome and comfortable, such as seating and new landscaping, and also through "management" changes in the pedestrian circulation pattern and by developing more effective relationships between the surrounding retail and the activities going on in the public spaces. The goal is to create a place that has both a strong sense of community and a comfortable image, as well as a setting and activities and uses that collectively add up to something more than the sum of its often simple parts. This is easy to say, but difficult to accomplish.

l) Previous and current URBACT projects linked with the issue.

Considering previous URBACT projects linked directly or indirectly with public spaces, we can mention HerO (www.urbact.eu/hero) and LINKS (www.urbact.eu/links), related to the development of historical city-centers - especially when it comes to maintaining the residential function, housing – and how this development may be conceived as a way to safeguard multifunctional historic centers. Within the URBACT HerO network, one of the main issues is the management and balancing of urban functions to secure multifunctional and attractive historic urban quarters for visitors, residents and businesses alike. Examples of "good-practice" for sectorial fragments such as housing and social mix, economic and cultural activities, tourism, mobility and accessibility exist in nearly all partner cities.

But a holistic and integrated approach which considers and coordinates the different needs of local residents, visitors and businesses while preserving the needs of the cultural heritage, barely exists. Thus, one of the major tasks HERO partners committed to undertake during the life time of the network was to set up a Cultural Heritage Integrated Management Plan, or CHIMP.

Most of the historic cities of the LINKS network are faced with an invasion of bars and restaurants which create conflicts with inhabitants. This use of public spaces also imposes extra pressure on public resources to reinforce measures in respect of urban cleanliness. To improve the situation, a process was launched involving bars' owners and students to jointly find solutions.

In order to address the low compatibility between festive order to address the low compatibility between festive activities and the expectation of residential quietness, some cities have chosen another approach: they identify some streets to specialize in accommodating night-life impacts and reduce or abandon housing projects in these parts of town.

Although it may appear to reflect a failure of multi-functional policies, the "Rue de la soif" ("Thirst Street") policy actually permits the city to efficiently reduce usage conflicts. Bordeaux and some other cities have developed leisure areas in former industrial sites, directing this activity away from living districts (e.g. "Quai de Paludate": ancient warehouses on the river docks).

The quest for a multifunctional city and a balanced revitalization of historic quarters cannot be conceived without integrating the human factor. The main stakeholders and «user experts» in the city are still the citizens. By actively involving them in transforming their living environment, it is possible to achieve a better appropriation of the city, which in turn contributes to the preservation of their quality of life and local customs, through a restored dialogue within an often conflicting context.

Regarding the new URBACT projects (3rd Call) the **USEAct** project should be mentioned. The aim of USE*Act* is to define ways to achieve opportunities for people and businesses to settle in existing locations without consumption of further land, thanks to new planning and partnership approaches. The project aims to achieve urban development and new or improved settlement opportunities for people and businesses taking up residence in existing locations, without consumption of further land and at the same time developing the construction and real estate economies, making the most of the historic building heritage and related character, reducing energy consumption in buildings and cutting back on further infrastructure building/management costs.

Urban planning is an opportunity in reducing consumption of further land. It pushes administrations to use territory to foster:

- Demand for new spaces (and new quality of living and working spaces) by exiting inhabitants or newcomers, both in new settlements and in to be renewed districts,
- Development of the "real estate developers"/"builders" economy,
- Increase revenue, in the short-term, through the takings from "planning fees".

It entails, through the urban sprawl, induced by the new use of land, the loss of environmental resources and, in the long-term, greater public and private costs, also in relation to the management of the public utilities network in very broadly urbanized areas, even those which are deteriorated.

2. PARTNERS PROFILE

Grenoble Alpes Metropole is the metropolitan government gathering 28 Municipalities, counting 405,000 inhabitants, and centre of an urban functional area of 666 000 inhabitants. Responsibilities of local policies are shared between the metropolitan government and the Municipalities.

A) OVERVIEW OF THE CITY

For long, Grenoble was an industrial city. At the turn of the 60's, the economy changed (with the creation of the CEA - National Centre for atomic research) to become specialised in high-tech research and industry. The hosting of the "Winter Olympic Games" in 1968, is the symbol of Grenoble's big demographic and economic development which happened from the mid-50's to the end of 60's.

During the 70's, the urban development spread mainly to Municipalities surrounding Grenoble. The population of the urban area came from 467,000 inhabitants in 1968 to 666 000 inhabitants in 2009 in a mono-centric organisation around the City of Grenoble.

	City of Grenoble	Urban unit	Urban area
1954	116 000	200 000	240 000
1968	162 000	380 000	467 000
2009	157 000	446 000	666 000
National Rank in 2009	16th	11th	10th

In comparison with other French agglomerations, Grenoble Alpes Metropole is compact, with a good urban integration and has a strong and efficient public transport system. Despite that, it has to face big transport difficulties (daily traffic congestion) at the main entrances of the agglomeration.

During the 70's, several social housing estates were built in the Grenoble metropolitan area. They now represent 20% of the agglomeration population. Even if they are not located at the edges of the territory and are well connected by urban transport, today they have to face concentration of poverty and exclusion ; they need strong urban transformation.

The main issues in the Grenoble metropolitan area can be described by the need to *"Renew the City on the City itself"*. This objective is related to the lack of land within the urban area, the difficulty to enlarge the urban perimeter and the will to address climate change issues. The *"renewal of the City on the city itself"* will create a more compact City and reduce the carbon footprint. Social housing Estates are part of this challenge.

Created in 2000, Grenoble Alpes Métropole is a "cooperation body" created by Municipalities and with several powers: economic development, mobility policies, environmental services (waste water system,

waste collection and treatment**)** housing and cohesion policies. Its goal is to upgrade urban policies at metropolitan level by a closer and deeper cooperation between municipalities at a larger scale.

A global strategy has been implemented under the label "sustainable agglomeration scheme" still guiding the action of the current political mandatory. The scheme is focused on 3 main objectives (nature, innovation and solidarity) to lead the agglomeration to the post-carbon society.

Grenoble Alpes Métropole has the power to design a long term urban planning scheme (*"schéma de secteur"*) and plays a role of coordination of urban policies, especially for urban regeneration. Municipalities have the power of "operational urbanism" (local urban development schemes with land regulation, urban regeneration implementation). To implement urban regeneration, they favour a partnership approach (in terms of financing and urban programming) involving public and private stakeholders (mainly housing companies) . Municipalities keep the leadership on projects.

Grenoble Alpes Métropole has developed several initiatives to exchange and to empower inhabitants under the label of the "Metropolitan Fabric". This label encompasses a "participation charter", a "Citizen Workshop", and a "Metropolitan Conference". Other metropolitan initiatives are implemented through the "Cohesion Policy" to empower local stakeholders in the fields of citizen involvement: exchanges between stakeholders, training to improve and to share knowledge, research for new ways to develop capacity building of inhabitants.

B) USER IN GRENOBLE

Grenoble's LAP will focus on 2 districts representing 2 examples of neighbourhood management issues:
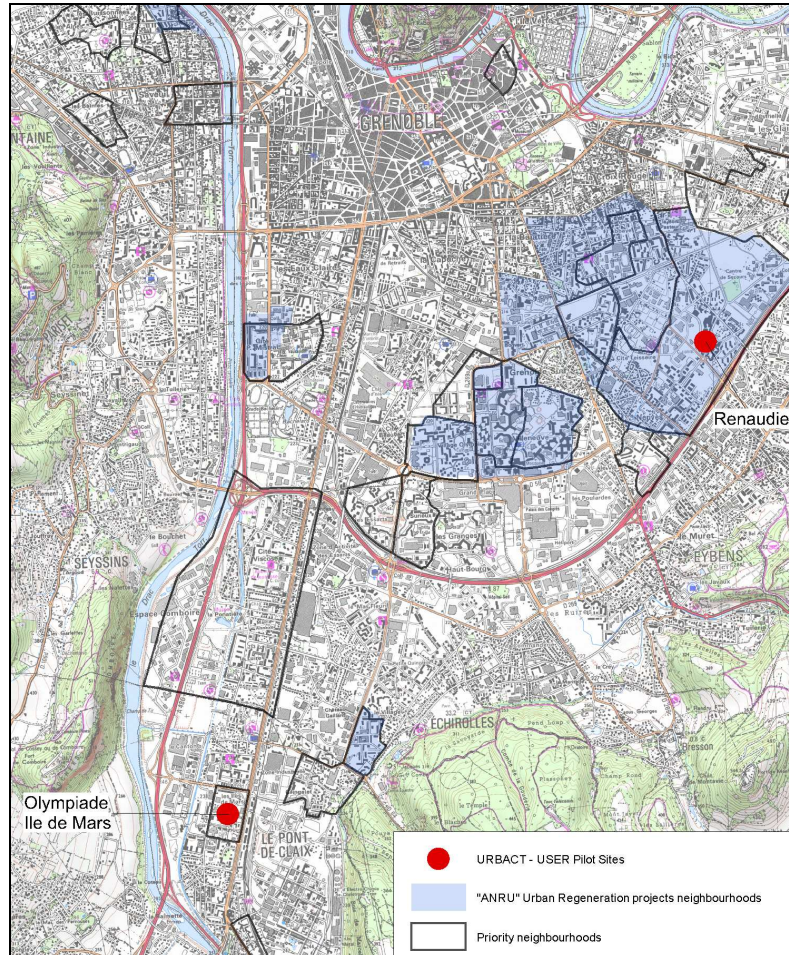
I) Renaudie Neighbourhood in Saint Martin d'Hères.

Built at the beginning of the 80's by French architect Jean Renaudie, Renaudie's neighborhood is part of the City of Saint Martin d'Hères (36 000 inhabitants). It is composed of 472 housing units (2/3 public - 1/3 private) with around 1 000 inhabitants, with shops, services and facilities. It was planned to be the first part of a never- finalized City Centre.

Renaudie's neighbourhood has an unusual architecture, now dysfunctional. This proliferating architecture creates an urban singularity, which now creates urban and social difficulties. Daily difficulties to live in the neighbourhood makes this sector a space on which urban intervention is very complex and challenging.

II) Iles-de-Mars / Olympiades (Pont-de-claix)

Iles de Mars / Olympiades is located in the Municipality of Pont de Claix (11 600 inhabitants). It is composed of 1,000 housing units (2/3 public - 1/3 private with 3 big condominiums, mainly blocks from the 60's) where live 2,500 inhabitants. Its main characteristics are an old housing stock and a poor population. The neighborhood is partitioned, closed on itself in terms of urban shape, which creates isolation and a feeling of relegation.

The third neighbourhood.

One feature concerning the territory of Grenoble Alpes Métropole is the multiplicity of local dynamics led by Municipalities. 3 other Municipalities (Grenoble, 160 000 inhab. - Echirolles, 36 000 inhab.- Fontaine , 25 000 inhab.) are strongly involved in urban regeneration strategies and have a strong administrative and technical capacity. They have expressed an interest in USER and want to be a local partner of the project. Because of this, it is important to create a dynamic at agglomeration level to disseminate USER learning's. We propose to include these Municipalities in the process by adding some extra focus, mainly thematic or cross-cutting. The objective is to enlarge the involvement of local key-actors, to confront practices and to help assess their own experience, (looking at a public space with a gender point of view in Echirolles, with a design point of view in Fontaine and to deepen the co-conception process in Grenoble).

C) THE NATURE OF PROBLEMS/CHALLENGES IN CHOSEN NEIGHBORHOODS PUBLIC SPACES.

Related to USER, Grenoble Alpes Metropole has to address several issues:

- Recurrences of conflicts of uses, incivilities and socio-urban dysfunctions (spaces squats by specific groups, dumps of large wastes, jets through the windows and damages).
- Physical complexity of open space in terms of land ownership which create difficulties and over costs of daily maintenance,
- Rigidity of urban regeneration processes, difficulties to adapt public spaces to the constant changes of needs. Often, a public space, just delivered, doesn't respond to the needs for which it was made. This is because these needs are not always well identified or because they sometimes change very quickly.
- Lack of understanding / recognition of uses and daily maintenance issues on urban regeneration projects, due partially to organisational partitions between conceiver ("urban design"), managers ("daily neighbourhood management : cleanliness, waste management..) and users of public space.
- Difficulties to actively integrate inhabitants into urban regeneration issues.
- Needs to be more efficient and more reactive in terms of service providing: The integration of uses is essential, it questions our activities and our practices (closer to the citizens) and the related costs.

The 2 pilot neighbourhoods have to address specific concrete challenges:

1) Renaudie :

- Path spaces and terraces are places where groups of young people meet. This situation generates feeling of insecurity, tension and conflict with residents directly overlooking the public space.
- In some parts, the vacancy rate is important and even increasing.
- Waste management remains difficult.
- Car parks are not secure and less used.
- It is today hard to deal with the initial organisation of condominiums management, which has become inoperative.
- Shops located under the arcades tend to close.

2) Iles-de-Mars / Olympiades

- Frequent groupings of teenagers on public spaces which create a feeling of omnipresence and monopolization of public space by young people.
- Conflicts between youth and adults.
- Retreat into private spaces at the expense of social life and exchanges between people.
- Tensions and conflicts between neighbours, hyper-sensitivity to disturbance (noise).
- Uncivil behavior (dumps, dirt, damages).
- Inappropriate uses of public spaces (car mechanics, craftwork ...).

D) TOPICS TO ADDRESS AND OUTPUTS TO ACHIEVE WITH THE LOCAL ACTION PLAN

The challenges Grenoble Alpes Métropole has to face with LAP are to deepen the role of inhabitants and the recognition of uses, to improve the efficiency of maintenance (costs, cleanliness, waste management, safety..), and to re-question practices of public spaces design on the field. The 2 LAPs will be the support of experimentations. Strategic objectives are:

- Improving results of urban regeneration, concerning creation or renovation of public spaces: better adaptation to changes of needs, taking into account ways to solve conflicts of uses, improvement of daily cleaning and costs control.
- Experimenting new ways of designing public spaces: encouraging residents and local practitioners to be active actors, creating more flexibility on processes, developing two-ways exchanges.
- Experimenting new methods for diagnosis (uses, dysfunctions, needs of improvements) and shared evaluation between users, designers and managers.
- Developing collaborative tools to implement projects,
- Better cooperation with inhabitants and representative NGOs.

In Renaudie, the main objective is to restore quality of use and attractiveness of the neighborhood. To reach it, they will have to deepen the main issues: safer public spaces (reducing disturbances and conflicts) and easier to maintain, better demarcation between private areas and collectively used spaces by clarification of ownership and responsibilities for maintenance.

The chosen area for USER is the space surrounding the "Place Etienne Grappe" and the project of "residentialisation" (better definition of public and private spaces surrounding blocks of flats). They plan to follow an iterative process with shared diagnosis, consultation, implementation, intermediate evaluation.

In Iles-de-Mars / Olympiades, main objectives are to open and better connect the neighbourhood to its urban context, to create better public spaces for inhabitants by giving back a quality of use and allow everybody to enjoy it, whatever their gender or generation. The goal is to create interactive and user-friendly public spaces. The Municipality wants to create an urban public workshop open to residents and other local users to establish the diagnosis and co-design new public spaces.

E) WHO SHOULD BE INVOLVED IN THE LOCAL SUPPORT GROUP?

The "House of inhabitants" follows the objective to capitalize on experience, to facilitate exchanges and learning's, to develop new practices and facilitate partnerships with the aim to produce a common knowledge between elected representatives, practitioners, and inhabitants for a better efficiency of urban management.

For these reasons, the ULSG will be composed from the "House of inhabitants" dynamics. The ULSG will be organised with two levels :
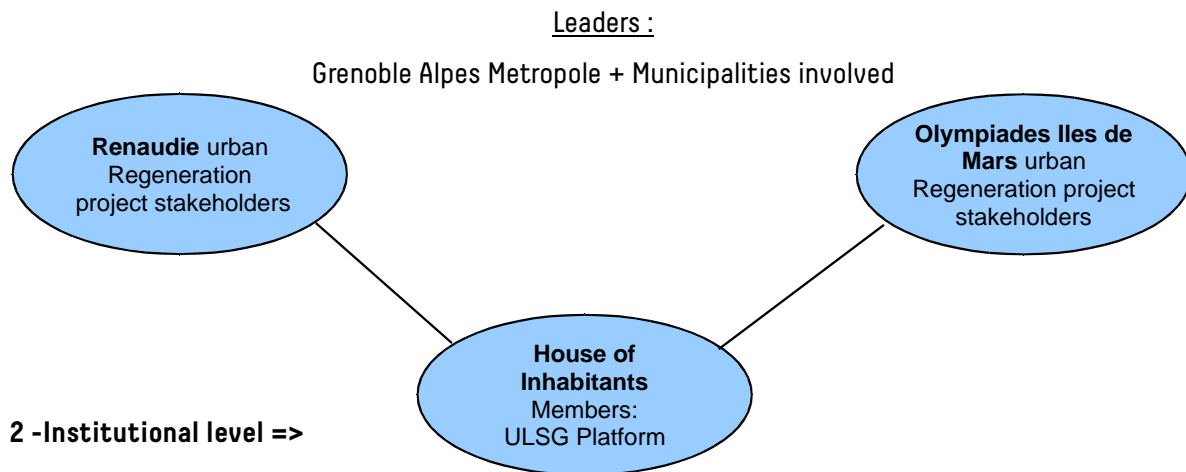
- The "House of inhabitants" ULSG platform to allow to gather a broader partnership (landlords, developers, communities, elected officials and residents' NGOs) to consolidate and build from the findings of experiments developed on the two selected neighborhoods for the LAP. It will also share experience and knowledge learned during the 2 years length USER. The ULSG will link with several training organizations (CNFPT or academics, *Ecole de la rénovation urbaine).*

- <u>Two subgroups </u>integrating operational stakeholders will be created for each case study. Led by Grenoble Alpes Metropole and Municipalities in charge of the project, they will ensure linkages and consistency of the USER project between the two scales of local partnership. They will capitalize the work developed within the project to feed transnational work and capitalization of knowledge production.

<u>Composition of ULSG:</u>
- ULSG co-led by Grenoble Alpes Metropole & House of Inhabitants – Resource centre,
- Municipalities : Pont-de-Claix & Saint martin d'Hères (case studies), others depending on will (Grenoble, Fontaine, Echirolles)
- Social Housing Companies (public and private : Actis, SDH, OPAC 38),
- NGOs : representing inhabitants, social housing residents, private housing interests (C.N.L, C.S.F, C.L.C.V)
- Caisse des Dépôts, Ecole de la rénovation urbaine (tbc), CSTB, University,
- Others …

1 - Operational level =>

<u>Leaders :</u>

Grenoble Alpes Metropole + Municipalities involved

Renaudie urban Regeneration project stakeholders

Olympiades Iles de Mars urban Regeneration project stakeholders

2 -Institutional level =>

House of Inhabitants Members: ULSG Platform

<u>Leaders:</u> Grenoble Alpes Métropole & House of Inhabitants

The first level will be directly connected with the local action plan. They will be key actors of local experimentation.

The second level tends to broaden operational feedback to stakeholders community working on the House of Inhabitants. This second group will analyse LAPs progress to prepare capitalisation and dissemination at local and transnational levels.

A) OVERVIEW OF THE CITY

The importance of Pescara in the territory, in which it is located, is measured in the strategic role that the city has taken in economic and social relations with the neighboring territories. In particular: the relationship with the other cities of Abruzzo region, the relationship with Rome, the role in the Adriatic director, and the relationship with the Balkan side of the Adriatic.

The infrastructures are an important resource: the airport within the city, two motorways (north-south and east-west), the logistics platform of the Manoppello Interport, the commercial port of Ortona and the marina of Pescara, the university, the hospital regional system, the industrial and commercial area.

Pescara is not the capital of the Abruzzo region, but it is the largest municipality by population (123,077), the most densely populated city (3,660 inhabitants/km²) with the highest per capita income (€ 12,716). Its metropolitan area concentrates about 35% of the entire population of the Region.

The economy of Pescara has always been based on trade and services. Over the years, while maintaining its original vocation, the industry has assumed an important role, helped by infrastructure networks built with funds from "Cassa per il Mezzogiorno" (sixties). With the recent global economic changes, the industry has lost importance and Pescara has once again become a " Emporium City".

Other productive sectors of excellence are the typical products (wine, olive oil, cheese, etc..) and the tourism, which is currently concentrated mainly along the coast, but it has considerable potential for growth towards the hills and mountains, where the historic centers and the landscape have been preserved almost unchanged.

Over the years, the economy of the metropolitan area of Pescara has significantly changed its structure. The phenomena of substitution of productive activities, typical in Italy in the 90s, paved the way for the great national and international commercial distribution. The phenomenon has also generated a substantial change in the urban structure, with the location of the large shopping centers outside the urban belt, the increase in private traffic, the depopulation of villages and the gradual extinction of small business in the neighborhoods. It has generated a substantial dependence, especially in employment, from large multinational business that has not produced an increase in real income, but on the contrary, has produced a workforce poorly skilled and poorly paid.

The soft economy, which in other Italian districts began to create clusters of innovation, in Pescara struggling to grow. The tourism sector has been neglected, remaining confined to the summer months only along the coast. The huge landscaped, historical and artistic heritage, with the extraordinary historical centers, the succession of natural parks, as well as the typical food and traditions, there are still potential just expressed.

The steady increase in population in the decade 2001-2011 shows a dynamic based on the entry of immigrants (students, workers, migrants). The positive balance in ten years is 6,851 units, mostly foreigners (4858), which partially offset the negative internal migration (-1,593); 22,895 new members

from other towns against 24,488 units deleted. The natural increase (births-deaths) shows a loss in the last 10 years, highlighting even more the importance of the immigrant population.

The master plans that have taken place in the town of Pescara have always confirmed the development of the city within the disused industrial spaces. The redevelopment of the port areas, the areas of the former railway station, the freight of Porta Nuova, the areas of the former foundry Camplone, can form the backbone of the city of the future. The conversion of old industrial districts within the city, and the regeneration of degraded residential areas, may represent an important opportunity for Pescara to improve its urban and social quality. We need a strategic vision in terms of metropolitan system, taking into account the various vocations of urban areas, which would prevent the unjustified use of the land and take as reference innovative urban models (*Smart City*).

The Abruzzo region has not, like other Italian regions, a specific law on "urban regeneration". In this sense, the *Fontanelle-Sambuceto* Plan can be considered the first experience of planning that aims at a thorough redevelopment and revitalization of a extended neighborhood (100 ha) in the towns of Pescara and S. Giovanni Teatino.

Another significant experience of rehabilitation of degraded urban areas was conducted in Pescara through URBAN II program. A set of infrastructural, environmental and social issues affected positively the districts of Rancitelli, S. Giuseppe and S. Donato.

B) USER IN PESCARA

In order to participate in the USER Project, the city of Pescara would like to examine in depth some features included in the *Fontanelle-Sambuceto Plan*, a recent project of Urban Regeneration of a strategic area within the metropolitan Chieti-Pescara system.

The *Fontanelle-Sambuceto Plan* was launched at the end of September 2011 by the municipalities of Pescara and S. Giovanni Teatino and concluded the first phase in June 2012, completing the participatory process preparatory to the formation of technical papers.

The intervention area *Fontanelle-Sambuceto* covers an area of 100 hectares very close to the Airport of Abruzzo. With the passing of time, different activities were settled in this area, but the problem is that they are often incompatible: infrastructures, houses, industrial activities, disused warehouses, technological plants and also a lot of neglected or uncultivated lands.

A specific feature of this area is that, even if it is placed in the heart of one of the most important economic district of the center of Italy, characterized by the most significant infrastructures and territorial equipment of the Abruzzo Region, its inhabitants consider it as one of the outmost and less qualified areas in the outskirts.

The most characteristic elements of Urban Regeneration Plan *Fontanelle-Sambuceto* are:
- The geographical area included in the strategic heart of the metropolitan system Chieti-Pescara;
- The presence of typical problems of urban peripheral areas (social deprivation, areas in disuse, lack of public services, lack of security, etc.);
- The potential arising from the central position of the area;
- The involvement of two Municipalities and two different Provinces;

- The role of urban matrix taken from the "*Green Spine*", the important green way which passes longitudinally through the entire project area by connecting together the public spaces, green areas and private facilities for public use;
- The model of "*Smart City*" taken as the theoretical and practical guidance for the design of sustainable settlements;
- The methodology of participation and involvement of people in decision-making;
- The role of revitalizing the local economies, particularly through the promotion of the processes of industrial restructuring and synergies related to the presence of the airport;
- Attention to the issues of environmental sustainability at the level of building and neighborhood;
- The hooking of the existing building plot.

Even if there isn't a specific regional legislation on Urban Regeneration programs, the *Fontanelle-Sambuceto* Plan has achieved goals linked to urban regeneration, both from a project contents and methodology of elaboration point of views: reconversion of disused or incompatible manufacturing, creation of new activities linked to the advanced tertiary and to airport logistic sectors, requalification of residential degraded neighborhoods, sustainable planning of new eco-neighborhood, creation of aggregative spaces and green public areas, each other linked by a green way, infrastructural networks exclusively dedicated to soft mobility, etc.

The participatory methodology adopted in the preparation of the Urban Regeneration Plan, has helped to increase the perception of "ownership" of the users to the project by encouraging the sharing of objectives. The User project, therefore, represents a unique opportunity to examine some of the issues identified in the *Fontanelle-Sambuceto* Plan (see following chapters) exploring new forms of participation. In this sense, User can have positive effects not only for the inhabitants of the districts *Fontanelle-Sambuceto*, but may also represent an important experience of urban regeneration for the entire metropolitan area of Pescara.

C) NATURE OF PROBLEMS/CHALLENGES IN FONTANELLE-SAMBUCETO PUBLIC SPACES

In the last years, the neighborhood of Fontanelle (one of the two territorial areas covered by the Plan) has experienced phenomena of social deviance, such as micro-criminality episodes: aggressions, intimidating actions, car fires, etc.
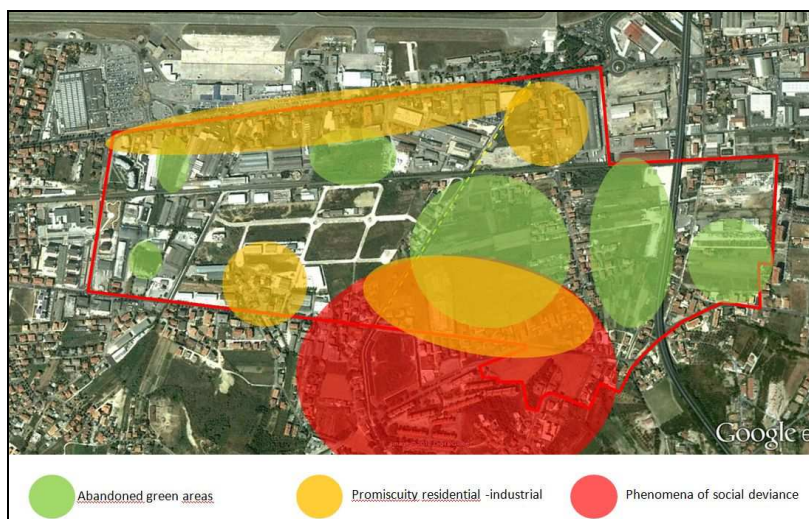

Beyond the specific problem caused by the fact that the residential population live together with some misfit families committed to micro-criminality (and often abusively occupying public lodgings), other important problems interesting the urban area of Fontanelle-Sambuceto are due to the promiscuity between manufacturing and residential

neighbourhoods. For instance, auto carriers installed their headquarters in the area, representing a big problem because of the environment and acoustic pollution they generated, which is now any longer tolerated by the inhabitants of the neighborhood.

Another problem, stressed not only by the population but also by citizens' interventions in the Blog of the website Fontanelle-Sambuceto (http://fontanellesambuceto.comune.pescara.it), is the lack of public facilities and green spaces for free time activities.

D) TOPICS AND OUTPUTS OF THE LOCAL ACTION PLAN.
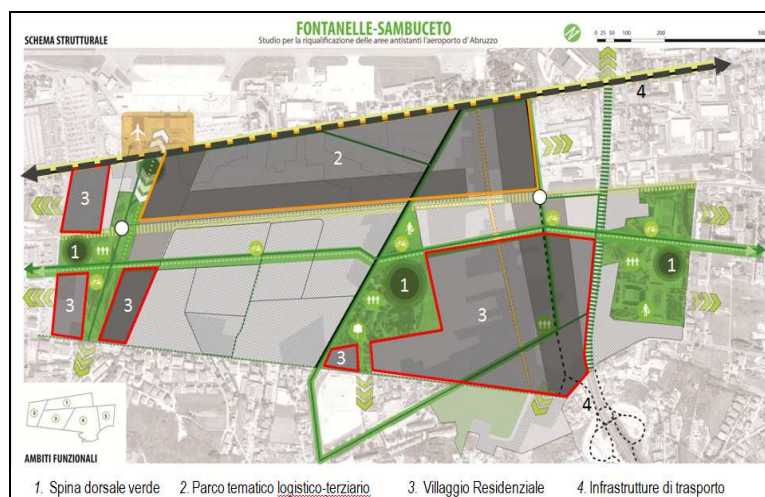
To simplify, we can say that the Urban Regeneration Plan of *Fontanelle-Sambuceto* consists of three main projects:

1) the "*Green Spine*" (green areas + public equipment + soft mobility),

2) the "*Logistic Tertiary Park*" (conversion of former industrial activities),

3) the "*Residential Village*" (ecological housing).

The USER project focuses its interest on urban public spaces, in particular dysfunctions and conflict of uses in the public space, unsafe (lack of security), lack of cleaning and maintenance of public spaces.

In the Urban Regeneration Plan of Fontanelle-Sambuceto the project that captures the full focus of USER, is definitely the *Green Spine*! Design and management of public spaces, quality of green areas, integration of social elements, participation of users, communication and promotion.

The Local Action Plan that the cities of Pescara and S. Giovanni Teatino propose for their participation in USER is therefore focused on one of the three components of the Urban Regeneration Plan of Fontanelle-Sambuceto: the *Green Spine*, the study and design of public spaces and slow mobility.

The project of the *Green Spine* aim at analyzing in depth the participation and communication aspects of the *Fontanelle-Sambuceto Plan*, in order to better understand the needs of the City Users and translate them into projects, trying to prevent possible conflicts through dialogue and cooperation among stakeholders.

This should have, as a consequence, not only a bigger participation in projects regarding the needs of the local community, but also a support to the management process, increasing investors' interest and contributing to the achievement of the qualitative objectives, which are typical in the Smart City model.

For instance the goals of the Local Action Plan could be the following:

- New proposals of urban spaces design, taking the identified needs through the analysis of urban spaces uses and management procedures into account by having it carried out by the consultation of users and managers.
- New proposals and procedures of neighbourhood urban management in an identified physical spaces within the area, improving municipal services, reinforcing coordination and integration among urban services, upgrading public-private cooperation and reducing municipal services costs.
- *New proposals regarding use to solve dysfunctions and conflicts* as well as harmonizing different use in an urban public space.

To achieve these goals could be useful a permanent observation and control system of urban uses to ensure the reaction and anticipation of dysfunctions and conflict of uses, by involving users, managers, public services, private sector, etc.

Currently the project areas of the *Green Spine* are for the most part free abandoned areas and for a small part are areas occupied by abandoned industrial buildings. The property is mostly private.

Considering the complexity of the project we can imagine that the implementation phase can take place in several stages, starting with the public areas and continuing with private ones whose owners have signed agreements with the municipalities.

It may be important, therefore, to identify one or two areas where create a low cost project that could be taken as a case study of the project USER. In this case study we will be able to control::

- the ownership of the land on which rise the public space;
- the financing aspects (investments, renewal and maintenance costs);
- the policies and governance issues (specific policies influencing public space: transport, economic development, environment, social cohesion, etc.)

On the basis of the previously considerations, the *Green Spine* project will be divided into three phases:

- *Participatory planning* (users needs, meeting, workshop, infopoint, blog),
- *Detailed design* of all the Green Spine(soft mobility, public spaces, green areas),
- *Experimental realization* of one or two green areas (carry out a *low-cost* "pilot project").

The phase_1 through participatory planning methodologies will attempt to define the needs of users. The phase_2 will design in detail all the *Green Spine* (the three large green spaces and the green way that connects them). The phase_3, after choosing a suitable area, will try to create a green low cost space within USER time.

In the last phase a further innovative element could be the use of unemployed workers ("socially useful workers", as they are called in Italy) which helps to increase the social value of the intervention. An interesting example of this type of low cost urban regeneration projects with social characteristics has been done in Zaragoza ("estonoesunsolar").

E) WHO SHOULD BE INVOLVED IN THE LOCAL SUPPORT GROUP?

The participation processes of the *Green Spine* project address various actors. Some of these are present in every phases of the Local Action Plan, while other are interested only in a specific phase. Therefore, we can imagine participatory forums organized at different levels but linked by some aspects: a *Core LS*, composed by institutional authorities and the main decision makers; a *Wider LSG*, formed by different types of users; p*roject team* of experts who elaborate the project proposals.
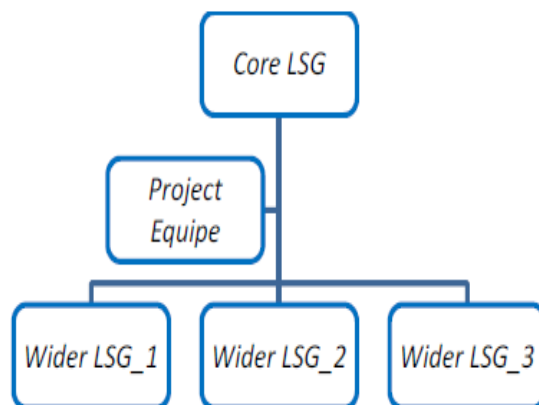
It must be defined a project schedule, regarding phases and timetable, which will represent a precious tool to elaborate the *Local Action Plan* respecting the overall GANTT of the USER Project.

The potential members of the participative organization chart are shown in the table below:

Core LSG	• Major of Pescara and S. Giovanni Teatino • Council Members of Pescara and S. Giovanni Teatino	They represent the political driving force of the LSG thanks to their active participation in the Fontanelle-Sambucento urban regeneration project and to their deep knowledge of the challenges to be tackled.
	• President of the Region of Abruzzo • Presidents of the Provinces of Pescara and Chieti	They are the main political authorities in the territory. Moreover, the Region is the body through which people and companies can have access to the majority of national and international fundings.
	• President of ANAS (National Autonomous Roads Corporation) • President of Trenitalia (the primary train operator in Italy) • President of GTM (the company which manages public transports in the metropolitan area of Pescara)	They are the main authorities which manage the infrastructures. The Project foreseens changes that can interest them: a new train station, the development of the road system close to the airport, an electrical trolley bus service.
	• Presidents of Asso Industria CH-PE • President of the Chamber of Commerce	They should contribute to the development of the transformation process through their partner networks and their capacity to promote the project at international level.
	• University G. d'Annunzio • Professional Associations	The University represents the technical component of the LSG, while the members of professional associations will be involved in the executive planning of the interventions.
	• President of the Airport of Abruzzo • Comander of the Coast Guard	The areas and the buildings owned by these two bodies are ruled by the Airport Urban Plan that has to be modified in order to guarantee the desired osmotic process between airport and city.

Wider LSG I Green Spine[4]	• Environmental organizations • Sport and cultural associations	They are the most interested in the Green spine project, above all for the presence of urban parks, aggregation places and soft-mobility.
	• Representatives of old people • Representative of schools	They are the privileged users of green spaces and public equipment. The achievement of orchards to be used by old people and of a sort of "City of children" could be very interesting.
	• Citizens • Religious Associations	Traditionally, they are the most active interlocutors for the urban regeneration processes. In this context, the launch of an effective and widespread participative model will play a key role.

Project Team	• Project managers	The project staff could be the same of the Fontanelle-Sambuceto Plan, that is Professors who also work as consultants for the Technical offices of the Municipality.
	• Technical offices in the Municipality	The Urban planning and European Policies departments of the Municipality of Pescara form the steering committee. The other departments (such as mobility, housing and manufacturing, etc.) will cooperate with them.
	• Council Members of the Municipalities of Pescara and San Giovanni Teatino	They are the owners of the project from a political point of view, because they promoted it and worked for its realization since the protocol was signed by the two Municipalities and till its european dimension through the Urbact Programme.

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4   In addition of the members of the Core LSG

LUBLIN
Partner Profile

A) OVERVIEW OF THE CITY.

Lublin is the largest city in the east of Poland and the capital of Lublin Region. It's on the 8th place among the biggest cities in Poland in range of citizens. It acts as an administrative, economic and cultural centre of the region. It is a city of 348 450 inhabitants, every fourth of them is a student (one of five universities and numerous private high schools). Lublin is the "gateway to the East" (strategic Polish and Ukrainian partnership). In the last decade the number of citizens decrease about 10 000 people, mainly due to suburbanisation.

Lublin is the last stop before the eastern border of Poland and the European Union. One of the mottoes concerning the image of Lublin is "Lublin – the gate of the East." Throughout its history, Lublin often served as a meeting point of the East and West. It was designated as an intermediary already in the Middle Ages thanks to its location on an important trade route between the Black Sea and Baltic Sea and the royal route from Vilnius to Cracow.

Over the years Lublin has been threatened by marginalization due to underinvestment of infrastructure, isolation, poverty, depopulation or the lack of prospects for young people. Its poor accessibility has resulted on a „civilizational divide" between our part of Poland and other, more conveniently located regions. Lublin's strong aspiration is to overcome it and foster the conditions for development trough strategic investments in social capital, education, creativity and infrastructure.

The City of Lublin functions both as a gmina (municipality), and a powiat (county). Therefore its responsibilities cover those assigned to the two local government tiers. The gmina's jurisdiction extends by principle over all public matters of local significance, and the powiat performs tasks above the gmina level.

Consequently, the main responsibilities of the city government (gmina and powiat authorities): spatial order, property management, land surveying, cartography and the cadastre, architectural and building administration, environmental protection and water management, public goods, streets, bridges, squares and organisation of traffic, water-supply and sewer systems, removal and treatment of municipal sewage, maintenance of tidiness and order and also of sanitary facilities and dumps, recycling of municipal waste, supply of electricity, heating and gas, local public transport, health promotion and protection, public welfare, including care centres and institutions, support for the disabled, municipal housing, public education, culture, tourism, open-air and indoor markets, agriculture, the city's green spaces and trees, public order and safety, defence matters, actions against unemployment and stimulation of the local labour market, protection of consumers' rights, maintenance of municipal buildings and facilities used by the public, including administrative buildings. support and promotion of local governance ideas, promotion of the city, cooperation with non-governmental organisations, cooperation with local and regional communities from other countries.

Many of tasks are implemented by the City Office. Some of them are implemented by public institution (mention below), and some are implemented by private companies, which won the public tenders for realisation of public services.

Public institution: City Transport Board as a supervisory institution of The Municipal Public Transport Company (is a commercial company owned by the municipality of Lublin) [area of public transport], The Lublin Enterprise of Thermal Power Industry (is a commercial company owned by the municipality of Lublin) [area of heat supply], Municipal Water and Sewage Company (is a commercial company owned by the municipality of Lublin) [area of water supply], Municipal Property Management Board [area of maintenance of municipal buildings and public facilities and administrative buildings], Local Road Board [infrastructure of transport], Municipal Center of Family Support, Houses of Social Welfare, Orphanages, etc.[social care], Old Theatre, Culture Centre etc [culture] and schools [public education].

B) USER IN LUBLIN

As a main goal of Lublin City concerning the USER approach, in a process of consultation, were chosen: "Improving of attractiveness of city life line". City life line is defined as main route(s) very important for citizens, tourists, students. Due to urban layout and cultural heritage values, is still offering the best place to live (though with some technical standard disadvantages). Being on this route it seems that city is living.

Man in city / City in the man (green lines shows the life line in Lublin)

On the delimited territory of the "life line" Lublin Municipalities implement urban services such as transport (The Municipal Public Transport Company), media supply (The Lublin Enterprise of Thermal Power Industry, Municipal Water and Sewage), maintaining of municipal buildings and public facilities and administrative buildings (Municipal Property Management Board), culture (open spaces events and culture institution like theatres, museums), social care (housing for old people), parks and greenery (under the agreements with private companies) etc.
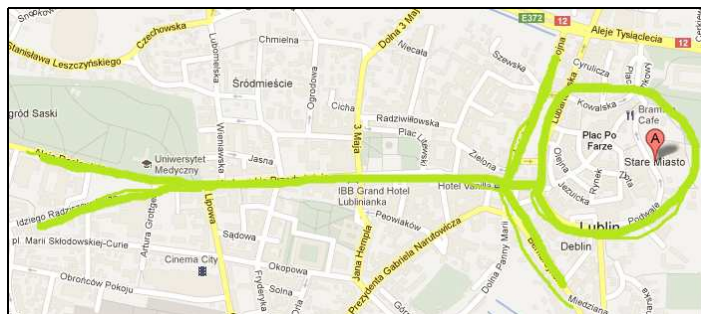
On this line there are also offices, banks, restaurants, hotels, shops, universities and old houses.

To preserve the heart of the cities all institution are open to the processes of changing.

The delimited area is the main part of two areas of the Regeneration Plan of Lublin. It's an Old Town and Śródmieście (Downtown). The Old town it is area of 12 ha, 1 759 citizens and 382 enterprises. The Downtown is area of 244 ha, 15 398 citizens and 4 242 enterprises.

Old Town and Downtown require special operations as a <u>Historic Area of Lublin</u>, in a special way affected by the backlog in the renovation of the urban fabric and exposed to strong pressure depopulation and a changing residential function to commercial. This area is crucial for the cultural identity of Lublin and central functions, grouping the most important urban ones. Regeneration of this part of the city is synonymous with the building of the city's attractiveness and the prospects of metropolisation.

In the Regeneration Plan for mention areas, there were planned few subprograms, such us: The device of public spaces and modernization of armaments, The promotion of cultural features (Grodzka Gate NN Theatre, Lublin Development Foundation, Gallery Artistic Stage of KUL, Museum. Joseph Czechowicz, municipal cultural institutions); Housing rehabilitation program (the owners of buildings, the Municipal Property Management, a company town, "Town houses"); Programme of development tourism and services (Lublin Tourist Information Centre and the Cultural Association of restaurateurs), Historic heritage management program - in line with the guidelines of UNESCO, Social Problems Program.

To implement the Regeneration Plan, some projects were planned: monitoring cameras (implemented), integrating the management of public spaces, modernization of the Powizytkowski Monastery (in progress), renovation of the Fish Gate, modernization of the library (implemented), renovation of the Old Theatre (implemented), The Underground Tourist Route (in progress), renovation of the Pawęczkowskich Palace, modernization of the National Archives, renovation of churches (in progress), Reconstruction of streets and intersections (implemented partly), Development of Vocational Training Institute, Restoration of the Saxon Garden (in progress), retrofitting of selected buildings, restoration of the cemetery on Linden Street, recomposition of the Lithuanian Square (planning in progress).

Some projects were implemented by the city in terms of being the owner of some building, park and streets. Regeneration of few churches was implemented using the European Funds. Some obstacles of implementing projects are connected with financial and property issues. Regeneration of Lithuanian Square is still in public consultancy.

C) THE NATURE OF PROBLEMS/CHALLENGES IN THE NEIGHBORHOOD PUBLIC SPACES

On the delimited territory of the "life line" in scope of USER Lublin want to solve few problems such as collisions of different types of traffic (conflicts between pedestrians and motorized traffic participants , the lack of parking places, public transport problems), mismatch between the needs of users concerning to green places and plants close to streets, old buildings and squares some green areas or trees along the streets are under pressure of parking demand, or require better maintenance to deal with urban conditions), disappearance of small business "everyday" shops and services [high cost of rents, competition with banks and large companies branches (such as mobile phones companies), big mall drains of previous SMEs clients], reduction of housing [under pressure of economy (housing rents are much below commercial) or due to poor quality standards (in non-renovated buildings) and conflicts with commercial uses (noises, cultural events at night etc**).**

The main weaknesses of urban planning system regarding the generation process are the lack of physical plan for the Old Town and Downtown. The other issues are connected to property of buildings, poverty of citizens, conflicts among citizens, tourists and law (crowded spaces during the summer,

open space cultural events during evenings and nights, pickpockets and beggars, colourful advertisement and preservation rules, etc).

As majority of properties are private (of many co-owners) and mix-use (mainly business and housing in traditional urban texture), it is difficult to stimulate complex improvements other than clearly profitable (new shops, banks etc.) and often conflicting with the other uses (housing). Since the end of WWII the maintenance and renovations had been insufficient and the buildings had been overcrowded due to housing shortages. The economic transition (after 1989) did not bring any significant difference in that sector, yet (there were other, more urgent priorities). The majority of urban structure (app. 60 – 85 % depending on the area) is private, but most of the traditional buildings with housing are still administered by ZNK (Municipal Housing Board or Agency), with little interest or financial possibilities to improve housing standards.

The lack of local plans for entire central area causes problems (and conflicts, quite often) for any changes. The effective local regulations refer to listed historic buildings preservation, not even to the historic area as a whole. That questions ability to introduce visual integrity of historic area, but also gives a chance to devise flexible solutions in quickly changing situation.

D) TOPICS AND OUTPUTS OF THE LOCAL ACTION PLAN

By the implementation of USER project, there were expected such outputs like:

- Identifications of users in Lublin
- Define main problem areas (traffic, shops and services, housing, free-time patterns, age-groups problems or demands etc.)
- Structure the representative target groups (working groups) for specific problems to devise acceptable solutions
- Build up local support for devised solutions and formal approval
- Work together to plan (recognise, foresee and prepare to implementation) regeneration process (in co-operation with target groups and local users)
- Work out the basis for physical (local) plans for Old Town and Downtown (define and promote local common values to be safeguarded (strengthened) by future plans, defined block by block)
- Build a new partnership patterns with the "user's community" of the public space.
- Integrate city users knowledge in the management practices and in the public spaces design (ideas > implementation > monitoring > revision of ideas)
- USER platform in Lublin, open also to officials and active members of local communities of the project area to promote USER approach.
- Disseminate the outcomes of USER in other areas of City, of Region and Poland
- Present Lublin as a city caring for users to URBACT community and wider.

E) WHO SHOULD BE INVOLVED IN THE LOCAL SUPPORT GROUP?

For the local Support Group we will invite the representatives of local non-governmental organizations, representatives of local politicians chosen by citizens to District Board, representatives of crucial SMEs and cultural institutions. The small local support group will meet with users at open meetings.

To solve problems identify above, we want to invite representatives of local politics chosen to district boards of Old Town and Downtown. They are work close with citizens and know problems of citizens living in the districts. They are representatives of citizens and have influence on implementation some initiatives and investment planning and implementing such investment by public money.

The group of NGOs should be represented by clusters of enterprises, cluster of restaurant, associations of students, Employers' Union of Lublin, Space Culture Forum.

Lublin community should be represented by public officers work on: spatial planning (Spatial Planning Department), regeneration (Department of Strategy and Investors Supporting), cultural heritage preservation (in case of area of Old Town as a place define as Historical Monument), consultancy and communication with citizens and social participation (President Department) and representatives of public enterprises such as: City Transport Board as a supervisory institution of The Municipal Public Transport Company (is a commercial company owned by the municipality of Lublin) [area of public transport], Municipal Property Management Board [area of maintenance of municipal buildings and public facilities and administrative buildings].

As non-regular member of LSG we plan to invite some representatives of thematic institutions, associations and office departments, in case of meeting topic.

The way of LSG working, is planned as a small board of LSG consist of maximum 5 members. To some thematic subgroups we planned to invite up to 6 new members, regarding, that each representative of the strictly board of LSG will be a leader of thematic subgroup.

The communication plan of LSG working concerned a minimum one meeting per month. The way of working of subgroups will be decided personally by the leaders of each groups, and it will be depend on subject, members of subgroup, and preferred ways of communication (directly bilateral meeting, e-mail communication, common meeting of whole members of subgroup).

The meaning of Lublin USER is connected to representatives of organisations which has influence on local development and regeneration in general. USERs in Lublin are the representatives of institutions and organisation, which tasks and services covers in the chosen subject of project.

Association "Forum for Revitalisation", as a "second level" partner for USER declares to assist the project and to spread it's outcomes among Polish cities (according to given funding possibilities) through conferences, trainings, publications and website. (Lublin is a member of "Forum").

MALAGA
Partner Profile

A) OVERVIEW OF THE CITY

The City of Málaga is located in the South of Spain, with a population of 576.938, it is the sixth biggest city in Spain. Málaga is considered as the capital of the Metropolitan area Costa del Sol in Andalusia, which has a total population of about 1,1 million people. Due to its strategic location between Europe and North of Africa, and a moderate climate with an annual average temperature of 18º (70F), Málaga has attracted a large inflow of investment, businesses and people in last 40 years. It has various important infrastructures and facilities such as an international airport, the AVE (High Speed Train) Málaga-Madrid-Barcelona, the Andalusian Technological Park. As a result of this, the city experienced a period of uncontrolled growth during the 70s and 80s.

Although certain areas of the city stopped being attractive for living, creating an important phenomenon of immigration to new suburbs located on the outside of the city. This process of depopulation was accelerated by the lack of investment and the abandon of public authorities. Before this scenario, in the year 1994, a municipal team became aware of the problem, and started a restoration and rehabilitation process promoting social, economic and environmental cohesion. The targeted areas are concentrated mainly in the historic city centre with a small and mainly elderly population, with high risk of social exclusion. On the other hand, the suburbs are characterised by high urban density and a population with limited resources.

Nowadays, the economic system s largely based on tourism (84%), also depending a great deal on the construction industry, with agricultural and industry sectors representing together (16%), very small inputs to the GDP. Due to economic crisis in Spain, in 2011, Málaga had the highest rate of unemployment in the country, reaching 30%.

The main goal is to improve sustainability and efficiency of cities, through the implementation of sustainable urban models that promote adequate levels of urban compacity, high complexity in the mixing of uses and the proximity to basic services in the city.

It is also necessary to introduce new sustainable models in urban planning processes, promoting the use of public transport and new information and communication technologies, with the purpose of reaching higher social and territorial cohesion. Also, we will aim to consolidate the use of the system of urban sustainability indicators, enabling us to track the evolution of our urban systems in time and interpret our assessment of the applied public policies.

Currently, the City Council is developing various projects and plans focused on the city such as URBAN III, SOHO Málaga, the Strategic City Plan, and the Recovery of Guadalmedina River. All of these projects are being carried out using an integrated approach, bringing together political and technical representatives and with high levels of citizen participation.

These urban regeneration projects are usually proposed one of the City Council Departments (e.g. Observatory Of Urban Environment OMAU, or the Urban Planning Office) depending on funding opportunities or as a result of a proposal made by the residents of a certain area or district. Decision-making and final approval regarding the involvement of resources are responsibility of the Local Government Committee along with the City Mayor the City Mayor.

B) USER IN MALAGA

The areas of intervention proposed match with the areas of social housing in **Trinidad South and North Perchel, located in Central District of Malaga.**

Perchel North is located between the following streets: Marbles, Range, Armengual de la Mota and the Rio Guadalmedina. South Trinidad is bordered on the north by Trinity Street, south of Marble Street, on the east by the River Guadalmedina and on the west by the Avenida de Barcelona. The Guadalmedina river separates the two neighbourhoods from the historic centre.

Housing in the area is mainly based on renting. This characteristic along with the fact that many of the residents have limited economic resources, means that owners did not encourage necessary maintenance actions, which caused a massive deterioration of the properties.

In this neighbourhood various different cultural, religious and festive events were started. Also, those streets were the birthplace of the best "singers, dancers and dancers" of Flamenco in Malaga. However, most of these cultural expressions disappeared with the decline of the neighbourhood, except for the presence of some of the most important cofradías (guilds) of the city (El Cautivo, Cristo de Mena...).

In 1989, Málaga and this area specially, suffered extensive flooding, accelerating a change in the area. From this point, the Special Plan of the districts was put into action, **relocating** the residents of the area in new buildings. With this plan most of the old buildings were removed, with the new structure respecting the old buildings in the area **"The Corralón",** with each individual house containing the services that were previously shared by neighbours in the patio (yard). The new urban landscape has left 110 new buildings in the neighbourhood that respect the architectural structure of "The Corralón" and allow for the development of positive aspects of traditional neighbourhood living. The urban features of the layout of streets changed little with the Special Plan, mostly respecting the original layout and the most important squares.

The population of Trinidad and Perchel grew by 5,500 people, mostly women aged 31-55. Most have low education level and the economic activity is focused on street trading and construction. The area presents a demographic structure similar to the whole city, in every age group, although with slightly less children (17% versus 18% of the city) and a slight increase in the population (16% versus 15%).

A typical "Corralón" in the Trinidad-Perchel Neighbourhood

Since 2004 we have been developing a new strategy based on the social recovery of the neighbourhood through various actions carried out by Social Services of the Centre district with the main aim of *"promoting the integration and standardisation of this territory in the whole city"* . These actions had two main objectives:

- Recovery, integration and enhancement of the neighbourhoods, with the purpose of promoting the development of popular culture as tourist potential of the Historic Center.
- Improvement of social and economic levels of inhabitants, as well as the groups and the community they belong to, focusing on most vulnerable group and finally removing endemic social exclusion in the neighbourhood.

Trinidad and Perchel could be the "People's Museum District" from which to peer into the culture and traditions of the people of Malaga: architecture (Corralones and patios), religion (Churches), Fairs (ornaments streets), folklore (flamenco, verdiales), craft (forge, pottery), food (stewed perchelero, salted fish, seafood, wines of Malaga, ...).

C) THE NATURE OF PROBLEMS/CHALLENGES IN THE TRINIDAD PERCHEL PUBLIC SPACES

This is an urban area with complex social characteristics presenting significant deficiencies in the management of public issues: social inclusion, public housing, uses of squares, streets, and plots, urban waste treatment, socio-labour integration, public safety.

Challenges:

1- To stop physical deterioration of urban environment (streets, squares, gardens, facilities, plots...), applying the methodology developed in the Corralones and building facades. Physical deterioration is parallel to the "social deterioration" of the neighbourhood.

2- To change the urban environment as a motor of economic and social development. The collective goal is "to become Perchel-Trinidad, a popular museum in the neighbourhood", managing the urban environment as a productive element that creates jobs and wealth for neighbours.

Problems:

1- Social structure in this area, there is a high level of "normalised" population with small "marginal population".

2- Few permeability which removes the transit of people outside the neighbourhood. The area still has the stigma of the 80s and 90s as a run down marginal area of the city and as being quite dangerous.

3- There is no internal trade within the perimeters of social housing. The neighbourhood planning did not include the provision of specific equipment for the development of commercial activity, contributing to urban segregation, along with the absence of nearby social facilities that stimulate and encourage the consolidation of social networks and neighbourhood.

4- Illegal occupancy of houses.

5- Conflict in the use of public spaces such as public squares and plots used as public parking.

6- Existence of many disuse plots that after local forced expropriation process were transferred to the Government of Andalusia for construction of public houses. Actually they are waiting for investments by the Regional Government (Andalusia). Some of them are located in strategic points as the two sites

located in the walls (right and left) of the Plaza de San Pablo, main meeting point of neighbours and population of Malaga, specially during Holy week.

7- Serious deficiencies in urban waste treatment and cleaning of streets, squares, playgrounds, plots, building facades... Problems of waste and scrap uncontrolled dumping, no bins in the interior streets, insufficient location of waste separate collection containers.

8- Many public & private plots with no alternative uses, which present environmental health problems, making them not attractive for promoting private housing.

9- Physical deterioration and degradation of squares, including key locations, Public insecurity, no police surveillance.

10- The state of the buildings, the bad maintenance of facades, plots and outside walls, present an unattractive vision of the area.

Problems described attract marginal activities of part of residents and population foreign to both districts, who came attracted by this dynamic to achieve their ends (sale, consumption and trafficking of drugs, theft ...) including young people. The area is known as "social ghetto" and the presence of police is scarce. They basically take part into larger scale interventions directly related actions on marginal economy (raids).

A part of new housing residents comes from other marginal areas of the city and reproduce Perchel models and lifestyles copied from these realities (dysfunctional families, lack of personal and social skills, inadequate educational standards, marginal economy...). The adult and youth population has poor employability and suffer high unemployment impeding access to jobs having as a result, plenty of free time. In this context, lack of properly references to new generations, is not given acceptable conditions for social and territorial standards of public spaces.

On the other hand, the territory lacks of equipment or facilities (lighting, street cleaning, traffic management, playgrounds, gardens, shopping areas inside neighbourhoods...). Despite the area is close to historic centre, there are not activities to serve as attractions for people from the rest of the city to go and visit the neighbourhood (except during Holy week), stopping a preventing social permeability with the rest of the city.

D) TOPICS TO ADDRESS AND EXPECTED OUTPUTS TO ACHIEVE WITH THE LOCAL ACTION PLAN.

1st **Level: Intervention of social services.** The main transformation should be made with the inhabitants by using tools such as awareness, motivation, social education and social intervention.

2nd level: Recovery of neighbourhood cooperation in the Corralones. Transformation of "semi-public spaces" (also semi-private), such as patios and facades of Corralones (located in the private sphere of coexistence), is a key issue in order to improve their local environment and sharing it with other visitors as public spaces of the city (mainly during Popular Week and Christmas).

3rd level: Involvement of inhabitants in urban management of the district. This should be the specific area to develop **USER:** moving onto public spaces, the inhabitants cooperation existing in corralones, with the purpose of better cooperation and wider involvement in the transformation of public spaces: management, restoring and rehabilitation, uses, facilities, squares & gardens, trade, monuments and churches ...

Through USERs experimentation the LAP should respond to the following issues:

Currently public spaces of the neighbourhood have not equipment or facilities that promote a standardized urban use by the citizenship. The **main squares** (San Pablo, Ms. Trinidad and Plain Square Image) do not have **street furniture** (bins, gardens, playgrounds,) or commercial equipment and even aesthetic design that make it attractive to citizens. Its proximity to sources of marginality nearby mentioned placed (street Canoa, La Puente, Pulidero, Churruca, Rosarito...) favours the rejection, in a vicious circle of isolation and social and territorial exclusion.

In other cases, the **squares are small and hidden** behind the structure of main streets hindering access to citizens. This is mostly marginalized spaces with poor hygiene and cleanliness, which have failed to become meeting places for citizens to develop public enjoyment and leisure time, including those who have historical monuments of the city. Such is the case of St. Paul's Square with its neo-Gothic church of s. XIX, where many of the most popular images.

Main use of the territory is based on **plots used as unregulated parking** because of the closeness to city centre, nearby commercial and administrative hub.

More frequent social meetings are reduced to passageways of residents and the development of **marginal activities**. Normalized population of the city prevent passing away the area, surrounding them. The materials used for both facades and pavements and structure of narrow streets contribute to a picture unattractive.

Low participation and neighbourhood organization of residents has not helped to find new land uses and transform the environment. Most citizen participation is confined to the interior of a large number of *corralones*, most privates, where his previous appearance has changed emulating traditions, (floral ornamentation and traditional maintenance organization community spaces) which has helped to improve their aesthetics.

The resident neighbours sees more clearly the potential for improvements in the area thanks to its **action within corralones** than outside: the streets and squares are perceived as exclusive powers of local government.

E) WHO SHOULD BE INVOLVED IN THE LOCAL SUPPORT GROUP?

1- Local City Departments in the management of services in the area:

Community Social Services Centre, Department of Social Rights (including wellbeing, citizen participation, equality), Municipal District Centre, Department of Economy-OMAU (Urban Environment Observatory), Urban Planning Office, Municipal Institute for Housing, Departments of Culture, Tourism, Sports, Education, Environment and Youth, Business Promotion and Employment Department (Training Institute and Economic Promotion organisation) and security Department.

2- Civil Society as main user: inhabitants at individual level / associations entities at secondary social level as intermediary with politicians and stakeholders:

Inhabitants, Patios Association, Neighbourhood Association "Trinidad Centro", Recreational Peñas "La Chamba", "Juan Breva", "Trinitarian", *Higher Conservatory of Dance (Classical and Flamenco specialties Spanish, students and teachers of the district),* Municipal School of Flamenco, Religious brotherhood, Evangelical Church, Associations: Arrabal, Al Quds, Friends of Trinidad and Perchel, Commerce and Traders, NGOs, Professional School for Architects and Faculties of Architects, Art School San Telmo, Federation for Verdiales, Travel Agencies, Association of Tourist Guides.

3- Technicians of public services, professionals, other socio-economic actors operating in the area: Social workers, educators and other social services, Doctors, nurses and social workers of the Health Centre District, Teachers and principals of Schools, religious.

4- Housing Department of Regional Government Junta de Andalusia.

The organisational structure and operating of the ULSG is:

- Executive Group-core group: lead by the Municipal Board of Central Municipal District, Department of Social Rights and OMAU. Political and decision making level. It would be advised and assisted by technical experts of the Project Task Forces.

- Project Task Forces: LAP will determine the range of projects to be developed. Each project should organise a task force made up of users reference the specific scope of the project. They will be responsible for neighbourhood involvement and citizen participation as primary users of the area. Each task force will be coordinated by a local technician and agency involved.

- ULSG Monitoring Group- wider group: Shall consist of the set of users that are part of GAL, will meet twice a year, to guide planning and monitoring the development of PAL. These meetings must inform and monitor the other levels (E.G and P.T.F).

COPENHAGEN
Partner Profile

A) OVERVIEW OF THE CITY

Copenhagen is the Capital of Denmark. Situated by the sea it is a typical port. The municipality of Copenhagen has approximately 550.000 inhabitants. The population size is growing, and is expected to grow continuously as more citizens move from countryside to the cities. Also more and more families decide to stay even when they have children.

Denmark has a clear strategy for disadvantaged areas and integrated urban renewal. The main issues deals with size and facilities of the apartments, percentages of crime compared to the Danish average, the percentages of people outside the labour market and also the percentages of non-native inhabitants. These facts are measured every four years. And on this background the municipalities makes actions plan in cooperation with the ministry of housing, urban and rural affairs.

Copenhagen is an old city and most areas of Copenhagen consist of both old and new houses. Many houses are listed (protected). It is very common to refurbish and regenerate rather than to tear down and build new. Planning has been a tradition since the early 60'ies.

Copenhagen has a municipal council with a Lord Mayor and 7 mayors with each their area of responsibility. Copenhagen is divided into 10 local communities with a local council in each.

The local councils has members representing different citizens or stakeholders within the specific local area – home-owners, tenants, the elder council, NGOs, business councils, political parties etc. Copenhagen City Council has appointed 6 disadvantaged areas in the city, marked yellow.

The Copenhagen city Council has decided a Policy for disadvantaged areas of Copenhagen that defines some important visions for the development in the disadvantaged areas. The policy will ensure an overall prioritizing of the disadvantaged areas over the next decade. The areas will be given preferential treatment and the policy specifically mentions "It (..) encompasses early employment efforts, area renewal, unified social housing plans, hotspots, additional grafitti removal and additional street cleaning of certain disadvantaged areas".

The policy in this way deals with both physical and social development in the areas. Other policies, action plans and programmes comment on the use and importance of public space in the city.
- *Metropolis for people* - visions and goals for the city life 2015 - stresses that city life is for everybody, and that the planning of public space should invite people to come and to stay in the different places.
- *Eco-metropolis* - states the importance of recreational public space.
- *Programme for engage in Copenhagen 2011-2013* - has to do with empowering minority groups to engage in local development

B) USER IN COPENHAGEN

The proposed neighbourhood to participate in USER is **Sundholm** district is the local integrated urban renewal in Amager west that covers a part of the disadvantaged area (bright yellow). Sundholm district has 12.500 inhabitants.

The Sundholm district bears its name due to a very special part of the district (in blue on the map). Sundholm has a history of being a social institution from when it was built in the early 18'Th century and until today. In old times homeless, mentally ill or other disadvantaged people from Copenhagen was taken into custody in Sundholm.

When the city expanded, houses were built in the fields around Sundholm. The moat has been filled and the gates opened but the social institutions and many of the services remained. Sundholm has historically been a sanctuary for disadvantaged groups. Sundholm now holds an elder home for drug users, a juvenile prison, a drop in centre for homeless, several workshops, social economic businesses, day care centres, a climbing club, municipal administration offices, an art gallery.

The city is changing and pressure on urban space is stressed by many diverse uses and different groups that claim the streets. This is the case in and around Sundholm. When the Integrated Urban Renewal process began, different groups of users expressed different wishes. The neighbours around Sundholm stated a wish of tearing down the mental wall that is still around Sundholm, having more physical and psychological openness from both sides of the "fence". The socio-economic businesses in Sundholm wish to be an acknowledged asset to the surrounding city. New social housing and a kindergarten is being built and it will bring many new users into Sundholm. These new groups will introduce new wishes and demands for the area. In the next years changes will be inevitable and the right planning in the area will strengthen the areas ability to adapt to these future changes.

Residents and users: approximately 2000 people work and live in Sundholm. Most of these living in Sundholm now are disadvantaged but Sundholm has a spread in users from social levels 1 through 5. Sundholm is nor just about homeless or criminals. The art centre is well known and house a large number of skilled artist, many of the employees are well-educated and in a short while the local council will move their office to the premises. The new housing establishment will mean approximately 100 new inhabitants. All ages are present in the area, from the children going to day care centres to employees, users, visitors and volunteers taking care of the urban garden and older people in the social shelters and elder home. 200-300 homeless visit the area every day (or night).

The use: People are in the streets 24 hours /7 days a week. The night café for the homeless is open every night of the week for people to come and go. In the daytime the café is open until 3 pm, as well as the workshops. The Child care centres and offices are open from 7 to 17, and the art gallery has normal working hours as well as festivals, mostly in weekends. A large social housing complex just south of Sundholm has children going to a school just north of Sundholm and children of all nationalities are passing through twice a day.

This means that the open public spaces have a great variety of users and it will be even more diverse during the next couple of years.

Ownership and maintenance: In Sundholm the houses are owned by the municipality and the organisations and institutions rent the buildings. The spaces between the buildings are maintained by the homeless working in the gardeners group at the activity centre. The everyday maintenance is good but problems with lack of toilet facilities and remains from drug use are a major issue.

C) THE NATURE OF PROBLEMS/CHALLENGES IN THE NEIGHBORHOOD PUBLIC SPACES

Urban public space in the way we plan it in Sundholm is very much a question of use, activation or furnishings. But to give positive life to the area the <u>neighbourhood users must be visible</u>. Urban gardeners are needed in the garden; climbers are needed in the climbing area, artists in the art space because the neighbourhood is in need of a clearly defined zoning, that brings about good behaviour and invites people to join. The public spaces should not only be created they should be lived.

<u>Generating and maintaining user groups and networks is a challenge</u>. In Sundholm and in the surrounding neighbourhood it is not common for people to join a working group, or state a wish of change. Many ethnic groups in the neighbourhood are not familiar with the social codes or cultural ways of participating. Being a disadvantaged area many Danish living here do not possess the ability either. The experience the secretariat has had during the recent years is that these things are slowly changing. People are starting to see possibilities and join the processes of changing or developing urban space but it is still a major challenge.

In Sundholm some user groups are strong and organised. For example the art gallery or the social economic business Copenhagen City Bees. These groups represent good value and potential, but they are also concerned with one aspect - which is either art or beekeeping. As long as Sundholm can

provide indoor space and the right environment they are there. The social institutions need Sundholm to ensure space and activities for their users, their needs are different and the feelings about Sundholm are different. New residents and neighbours visiting or sending their children to day care in Sundholm have again other wishes but they are not necessarily a strong group.

Forming networks dealing with the use of urban public space should represent all these differences of opinion and interests. The organisational structure should ensure certain clarity as to what is discussed and decided and how to join the network.

The main weakness in the urban management in Copenhagen is the lack of cooperation between the different administrative departments. This project will support the forthcoming development plan, which addresses this particular problem.

The diversity of inhabitants and the intensified use of outdoor public space and facilities stress the need to share public space among groups that are not necessarily coherent. Especially in disadvantage areas in Copenhagen a large number of children rummage the streets, the apartments are too small, and the day care and youth facilities to expensive for them to be in. They have been a problem in the area causing vandalism and assaults in the streets.

As mentioned many homeless people and addicts are also in the area and their behaviour can be loud and frightening and sometimes dangerous for passersby.

In other parts of Copenhagen new inhabitants have changed the disadvantaged areas to the better, but often with the result that groups of homeless and abusers were pushed away to other places where they are causing new problems. Could this be kept at a minimum much would be gained.

D) TOPICS TO ADDRESS AND OUTPUTS TO ACHIEVE WITH THE LOCAL ACTION PLAN

During the USER-project the integrated urban renewal in Sundholm district will develop and investigate possibilities of designing urban space in ways that clearly defines uses and minimizes clash and struggle between users in the area.

The urban design must give space to many different groups, and the user's needs to be a part of this process. In order to create a robust area, an organisational frame must be created so that future changes, differences and interests can be addressed and met.

The vision is to create a variety of public spaces. Some for correlations and some for separation. The secretariat believes that in order to create peacefull and safe areas in a neighbourhood as small as Sundholm it is very important for the different residents and users that they have positive interaction and the different groups will have a bigger understanding for one another. Positive meetings are orchestrated in the urban garden kept by both homeless institutions and volunteers, in the workshops where the residents can have their bike repaired or a window fixed, or in the climbing area where families can meet the youngsters training park our or climbing etc.

We accept the fact of Sundholm is a sanctuary for drug users and alcoholics. By creating specific spots for this behaviour, and other urban areas for a very different, more widely accepted behaviour as urban gardening, art or recreation, the goal is to create a calm and more positive atmosphere in the area,

making it obvious that there are places for everybody. The designing of urban space in the area will try to work with a very clear zone for the homeless hangout.

The fact that we make the local action plan in a parallel process with the municipal development plan for all Amager will strengthen the local work.

A well functioning urban garden with a steering committee with representatives from the activity centre, the daycare institutions and the volunteering neighbours. Maintenance of the area will be taken care of as a social activity as well as by volunteers. Groups of citizens with different cultural and ethnic background and different abilities will meet each other in a place where race or economic status is not that important. The urban garden will also challenge the cooperation of municipal administrations - the owners in the technical department who need the land to be rented out and stresses that the garden can only be temporary. The social activity centre who are supposed to take over the maintenance, and have a pedagogue to create the link and be the mediator between the homeless users and other people in the garden. And the local council who have many wishes for the general development in the area. These administrative units have to work together.

E) WHO SHOULD BE INVOLVED IN THE LOCAL SUPPORT GROUP?

- The vice chairman of the local council,
- The integrated Urban renewal steering committee,
- The technical administration project leader for a unified development plan for Amager,
- the coordinator for social housing and regeneration in Amager,
- The head of the activity centre,
- Head of the day-care institution,
- A member of the board in the new housing establishment,
- head of the Factory for art and design,
- A member of the Urban Garden group and
- A coordinator from the social administration.
- Friends of Sundholm Association

A) OVERVIEW OF THE CITY

Kraków is a second in size city in Poland, both in terms of population as well as area. It occupies 327 km2. It is divided into 18 municipal districts (I-XVIII). In 2010, the city had 756,183 residents.

Kraków is one of the key nods in Poland, the A4 highway runs along the southern bypass of the city. In Balice near Kraków, there is a second in size Polish airport of international significance, which handled over 3 million passengers in 2007. Kraków's airport offers connections to over 59 cities.

Kraków is a cultural and tourist centre of Europe. The area of the historic Old Town and Kazimierz was entered on the first list of world cultural heritage by UNESCO in 1978. In 2000 Kraków was awarded the title of the European Capital of Culture. The majority of persons visiting Kraków are national tourists comping from Poland. In 2010, Kraków was visited by 8 million people, out of whom 6 million were national tourists, while 2 million – foreign tourists. In 2006 Kraków was listed among the 5 most popular cities of Europe, and in 2007 it was awarded the title of the "most fashionable city of the world" according to the American Internet Agency Orbitz, setting trends in the world tourism.

Planning of the city's development is conducted on the basis of long-term development plans. The most important one is the Development Strategy of Kraków, issued in 2005 which determines the basic directions of social and economic development in a long-term perspective. The strategy outlines the most general vision of Kraków in the future – its desired image we strive to achieve. In order to make it real, three strategic objectives of the city's development were determined. Operational objectives constitute details of each of these objectives. For the realization of the operational objectives, a list of sectoral programmes was made – that is mid-term executive plans – determining the priorities and the tasks, along with indicating their financing method and realization schedules.

Sectoral programmes cover various areas of city's functioning: tourism, culture, education, municipal services, social issues, housing development or regeneration of degraded areas. The aforementioned constitute the basis for preparation of multi-annual programmes for the city, e.g. Strategy of solving social problems of Kraków for the years 2007 – 2013, Strategy of tourism development for the years 2006 – 2013; Programme for improving safety for the City of Kraków "Safe Kraków", Transportation Policy for the City of Kraków for the years 2007 – 2015, Municipal Programme for Health Protection "Healthy Kraków 2010-2012", Poviat programme for the disabled persons for the years 2011 – 2014, or the Kraków's Programme for supporting entrepreneurship and economic development of the city.

In particular, the year 2007 saw the adoption of the Municipal Regeneration Programme, whose objective is to identify and determine the critical areas within the city of Kraków and to undertake relevant activities, intended to eliminate negative phenomena and to lead to sustainable development. Considering the specifics of the problem, it is an interdisciplinary and multi-annual programme. It indicates 8 critical areas, where it is necessary to implement regeneration procedures. 3 of them has been covered by detailed regeneration programmes with detailed projects.

B) USER IN KRAKOW
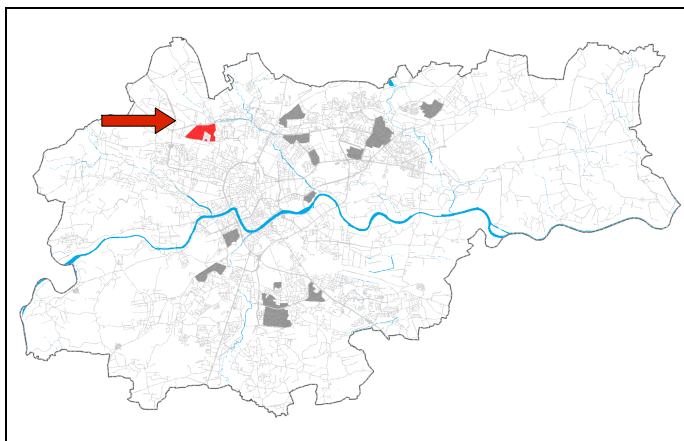
The area covered by the USER project in Krakow will be the Azory housing estate, one of the biggest residential housing estates built after 1945 located in the IV Prądnik Biały district and. It is located near the city centre, about 4km from the Main Market. Azory is domiciled by 15,295 residents, which constitutes 2% of Kraków's population. Population density is high and is over 22.5 thousand persons / km².

By the mid-1960s, this area was dominated by single-family housing (currently almost 15% of the area), yet after the construction of the Azory housing estate containing 72 blocks of flats, the area became dominated by multi-family housing (over 30% of the area). The multi-family housing was constructed using large panel methods and in its majority it was insulated. A large portion of the spatial area is occupied by roads (public and internal), it is currently almost 16%.

The spatial structure of the housing estate is related with sport & recreation facilities, occupying 3.5% of the area. Despite relatively large area allocated for recreation area (2.4 ha), due to a high number of residents, the area per resident is very low (1.5 m^2/M), therefore the access to these areas is difficult.

The sex and age pyramids indicate that the society in the housing estate is ageing. Part of children below the age of 10 is low with 6.2% of the population (rate for Kraków is 8.2%), at the simultaneous high part of population over the age of 70 is 14.3% (Kraków – 7.9%).
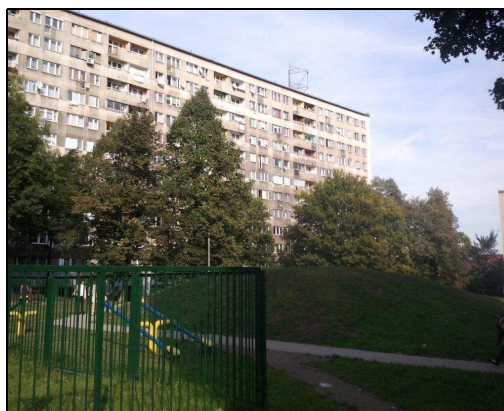
There is an over-representation of women, showing in almost all age groups, the most visible in the group over 50 years of age. The general feminization indicator at the Azory housing estate is 123.1.

Pre-production age comprises of only 10.5% of the housing estate population (13% being the average for Kraków), while the post-production age – as much as 30.5% (17.2% being the average for Kraków). Considering the absolute numbers, the number of children in school age (6-12 years of age) is 280, while in pre-school age (3-6 years of age) – 108. The analysed housing estate has a nursery school and a primary school, which satisfies the local needs in the context of such number of children.

There are the following space categories within the housing estate, influencing the process and the results of shaping them:

- Public spaces – public (managed by the public entities – Municipality) – public roads and communication devices, yards, greenery is managed by the municipal units

- Common public spaces – the space between the buildings, internal roads, communication devices – managed by the housing cooperative, association
- Closed spaces – private, managed by private entities (e.g. single-family development)

Management includes maintaining proper technical condition, current maintenance, keeping proper order and tidiness, managing and equipping with required devices, fixtures, conducting investment processes, financing.

In the majority of cases, the planned management concerns the areas subject to common management. There is no sufficient coordination within the whole housing estate, as well as at the junction of the administrator – the City. Therefore the regeneration programme is the first such comprehensive and multi-aspect undertaking intended to improve the current circumstances.

C) NATURE OF PROBLEMS/CHALLENGES IN THE NEIGHBOURHOOD(S) TO DEVELOP A LOCAL ACTION PLAN UNDER THE FRAMEWORK OF USER.

- Shape, function, layout of the public spaces

The housing estate was designed in the 1960s, in accordance with the contemporary standards, as a typical urban "sleeping district". As a consequence, as an expression of the functionalism popular at the time, it is mono-functional, homogeneous, lack of zoning, hard linear composition, lack of taking care of architectural and urban details. Realized at minimal costs, the housing estate prepared a space between the blocks of flats, as a green area, mostly not designed in any way. The space does not have any axes, any focal points, left or right sides, it does not have a beginning or an end. It is mostly due to the weakness of the binding legal system of managing space, in particular spatial zoning. The area of the housing estate is not included in the local zoning plan.

The results include: functional shortages, spatial and information chaos, ineffective and uneconomic use of space, improper amount, structure and grid of commercial services.

- Transportation layout and parking spaces.

The housing estate, designed at the time when a car was not a commonly available good, does not meet the current requirements in terms of transport facilities. The result is the failure to adapt the transport layout (road sections, technical parameters, traffic management) to real needs, resulting in exceeding the traffic parameters for the particular transportation routes as well as for the whole lay-out multiple times, a problem that is particularly visible during traffic peaks. Particular attention is needs to be paid to the catastrophic lack of sufficient number of parking places and the resulting appropriation of the common spaces and green areas for this very purpose.

- The intermingling of public and private space

Due to the historic reasons, the progressing reprivatization of ownership, the existing spatial layout, we may see the mutual intermingling of various ownership forms, which – in the context of lack of proper mutual coordination – results in a conflict visible in the space, arising from various methods and possibilities of administering the area. It is mainly the case as regards the investment potential (common, planned undertakings), the quality and method of maintaining order and tidiness, proper fitting with utility infrastructure: playgrounds, sport and recreation devices, fittings, composed greenery, etc.

- <u>Maintenance costs</u>

Poor technical condition of the space and the facilities and devices located there, infrastructural solutions that are not fit to our times, inefficiency in managing and using the space, require involving significant funds both in terms of investments and current maintenance. Limited capabilities in obtaining external funds lead to charging excessive individual exploitation costs from the residents. It is accompanied by the lack of effective financial management system at the level of the urban unit – housing estate. Here the conflict of interests is visible, arising from the fragmentation of various ownership forms concerning the public spaces.

- <u>Safety, exclusion</u>

Such space is vulnerable to various pathologies and conflicts that originate in the social issues. The most distinctive issues include hooliganism of football fans, traffic safety, exclusion or limitation of functioning of the elderly persons arising from the ageing of the local community.

- <u>Governance</u>

The existing space of the housing estate – its shape, functionality, perception – shows the conflicts existing in the relations between the stockholders. It concerns the management of common space, usability economics as well as local communication or identity. The conflicts are particularly visible at the junction of various ownership forms, management methods or visible functional shortages, e.g. shortage in parking places or structure and grid of commercial services.

D) TOPICS TO ADDRESS AND OUTPUTS TO ACHIEVE WITH THE LOCAL ACTION PLAN

- Reshaping public spaces reducing functional shortages, spatial and information chaos, ineffective and uneconomic use of space, improper amount, structure and grid of commercial services in spaces between buildings.
- *Adapting the transport layout* (road sections, technical parameters, traffic management) to real needs, resulting in exceeding the traffic parameters for the particular transportation routes as well as for the whole layout multiple times, a problem that is particularly visible during traffic peaks. Particular attention is needs to be paid to the catastrophic *lack of sufficient number of parking places* and the resulting appropriation of the common spaces and green areas for this very purpose.
- Reducing conflicts caused by the mutual intermingling of various ownership forms, which – in the context of lack of proper mutual coordination – results in a conflict visible in the space, arising from various methods and possibilities of administering the area.
- *Reducing maintenance costs*
- Improving public spaces to   improve functioning of the elderly persons arising from the ageing of the local community.
- *Ensuring a good governance system to manage the existing space of the housing estate* – its shape, functionality, and perception – shows the conflicts existing in the relations between the stockholders. It concerns the management of common space, usability economics as well as local communication or identity. The conflicts are particularly visible at the junction of

various ownership forms, management methods or visible functional shortages, e.g. shortage in parking places or structure and grid of commercial services.

- Identification and elimination of basic conflicts, in particular ordering and *regulating the legal status of the common spaces* and introducing legal-economic instruments that enable efficient administration.

E) WHO SHOULD BE INVOLVED IN THE LOCAL SUPPORT GROUP?

As regards the establishment of the Local Support Group, the establishment of the Local Regeneration Forum is planned, and the invitations should be extended to:

- Leaders of local communities (representatives of the residents, acting actively in the statutory bodies of housing cooperatives, housing associations, social organisations active within the housing estate area, etc.)
- Representatives of the owners and administrators of the real estate
- Representatives of the commercial entities acting within the housing estate area
- representatives of the units and institutions of social infrastructure, such as nursery schools, schools, universities, welfare homes, culture homes, sport organisations
- Councillors of the City Council of Kraków
- Councillors of the District Councils
- Representatives of the selected departments of the Office for the City
- representatives of the selected urban units and private entities responsible for the functioning of the municipal and council infrastructure
- Representatives of the Municipal Social Welfare Centre
- Experts: representatives of professional organisations or NGO's (architects, urban planners)
- Representatives of the institutions responsible for safety (Police, Fire Services)

In the first stage, a so-called Steering Committee will be established in the Kraków City Hall, which will be responsible for preparing the guidelines for the Regeneration Programme and for the establishment of the Local Regeneration Forum. It shall comprise of the representatives of high levels: local government authorities and representatives – leaders of local communities. In further stages, the committee should transform into a supervisory board.

The Local Regeneration Forum, after its establishment and after it takes over its obligations, it shall constitute a (collective) executive body, responsible for final preparation and implementation of the regeneration programme of the housing estate.

There will be permanent or temporary problem teams established for solving particular problems, functioning in staff system, gathering an extensive but knowledgeable group of local representatives.

The suggested organisation of the Forum will be subjected to prior social consults.

A) OVERVIEW OF THE CITY

In 2012 the population of Riga city was 699 203 inhabitants with the proportion of 44.4% males to 55.6% females. Over last 20 years the number of population in Riga as well as countrywide has constantly decreased due to variety of demographic and economic reasons. Riga – the capital of Latvia is situated on the Eastern shore of the Baltic Sea. In the Northern European dimension Riga is the second largest after Stockholm. Population at pre-working age reaches 13%, 65.0% at working age constitutes, but population at post-working age is 22.1% of the total city.

Historically, development of Riga has been mostly defined by its geographic location near the sea, as well as by its centric space in the Baltics and the border with Russia and CIS countries. International transport nodal points: airport, coach terminal, central railway station, and Riga free port, provide connection with other territories and economically important centres outside Latvia.

Nowadays Riga is the main air traffic centre of the region with well developed maritime links and port infrastructure – the Freeport of Riga is ranked among the most important ports of the region due to its availability to service variety of cargoes and ships and admittedly, for being well integrated in the country's rail, road and pipeline infrastructure. Our historical heritage is dense and well maintained railway routes. Presence of EU road network is of great importance.

Key Business & Employment sectors of the city are financial, commercial and intellectual services, processing industry, trade and transport, education, hospitality and catering services. Present structure of Riga economic sectors serves as a proof for qualitative development process of the national economy that is characterised by growth of service sector, especially commercial services and trade. As Riga is the education and science centre of the region, the number of students per 10 000 inhabitants is one of the highest in the world.

Urban development is guided by the Riga City Development Plan which is elaborated with the main goal to clearly mark the future vision of Riga city, to indicate the development priorities, targets and the ways for their achievement, as well as to ensure efficient municipal administration. General purpose of the plan is to facilitate Riga long-term development, providing the possibly highest quality of life for all the people working, living investing into – or simply visiting Riga.

B) USER IN RIGA

The proposed neighbourhood is The Historic Centre of Riga (HCR). Listed UNESCO World Heritage site: date of Inscription: 1997; Ref. 852; area: 438.3 ha with Buffer Zone: 1,574 ha.

- Estimated number of local residents in HCR (2011): 59 000
- Estimated number of local residents in PZ (2011): 34 000
- Estimated number of employees in HCR (2011): 120 000

The World Heritage Committee has acknowledged that *"the Historic Centre of Riga, while retaining its medieval and later urban fabric relatively intact, is of outstanding universal value by virtue of the quantity of its Art Nouveau architecture, which is unparalleled anywhere in the world, and its 19th century architecture in wood"*.
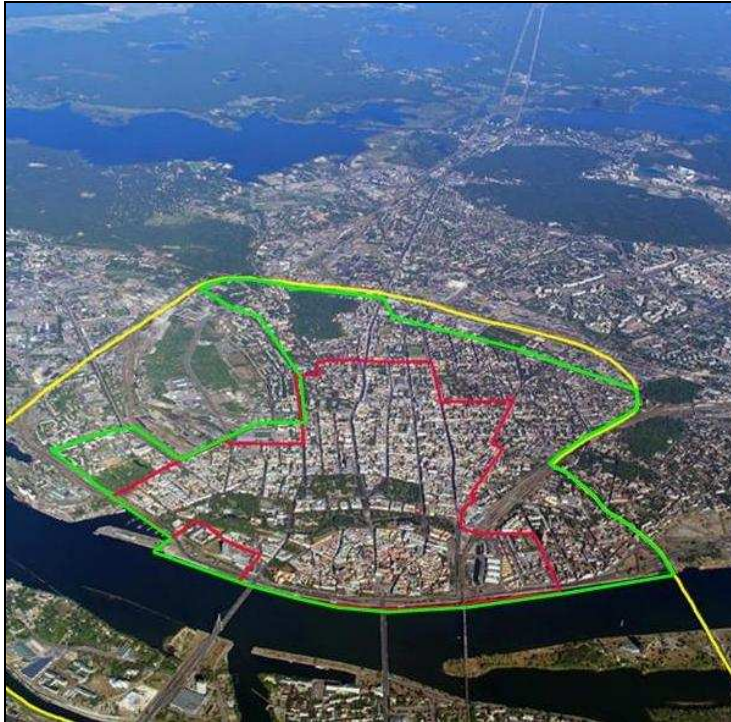
Core area of the HCR contains approximately 4000 buildings and it has received the highest international cultural heritage evaluation that approves the special and unique value of this cultural object of world importance. The HCR is formed by relatively well-preserved medieval and later period clear urban planning structure, the medieval urban fabric, the quantity, concentration and artistic quality of Art Nouveau architecture, which is unparalleled anywhere in the world, and complemented by the outstanding panorama of the historic centre, as well as 19th century wooden architecture.

The HCR encompasses three different urban landscapes – old town, semicircle of boulevards and the concentrated territory of Art Nouveau buildings. Each one has its own relationship of buildings and public outdoor spaces. Although HCR occupies only an inconsiderable part (1.43%), but together with its Protection (Buffer) Zone (PZ) (5.13%) from the city area, this territory is business, employment, tourist and housing part of Riga, which is considered as Riga's most multi-functional territory.

This is indicative not only for the number of employees in enterprises and institutions in HCR constitutes about 35% of the total number of employees employed in Riga, but also for the fact that the amount of investments and transactions of businesses constitutes about 34% of the total amount of the territory of Riga.

Another special value of RHC in the aspect of the city of Riga is its unique architecture – Art Nouveau buildings, wooden buildings and industrial architecture heritage and specific historical conditions for ensuring co-existence of local government administration, housing, business office space, commercial areas and other functions.

The preservation of the HCR is ensured with the system of legal acts – seven international conventions on heritage protection which the Republic of Latvia has joined, the Law on Protection of Cultural Monuments, Law on the Historic Centre of Riga, 23 other laws, 27 Cabinet regulations and orders, a *preservation and development plan* prepared by the municipality specifically for this territory.

Spatial plan forms the legal basis for making decisions concerning utilization of specific territory, i.e., processing of building permits, planning and architecture tasks, permits to carry out economic activities and arrangement of detailed planning tasks.

Financial instruments for the World Heritage Site is formed by the state and municipality budget, tax system, international financial instruments, funding of private owners, combined with all stakeholders' (state and municipality institutions, non-governmental professional organisations, higher education institutions, non-governmental organizations and interest groups, businessmen, owners, architectural design, restoration and construction organizations) cooperation established in the course of time - inclusion, information, incentive (according to State Inspection for Heritage Protection).

A serious problem in the city management is that the local government tax policy is not coordinated in details with the Spatial Plan zoning. All departments and institutions shall act in co-ordination and participate in the implementation of the Plan. Situation when the utilization of private plot of land approved by the Spatial Plan is limited to general public interests and its commercial value is reduced as the result of the plan zoning, but another local government institution in its name imposes tax on such a plot of land, as if there were no limitation.

C) THE NATURE OF PROBLEMS/CHALLENGES IN THE NEIGHBOURHOOD(S) TO DEVELOP A LOCAL ACTION PLAN UNDER THE FRAMEWORK OF USER

As in Riga tourism is amongst the key priorities for development, <u>the proposed key USER Theme for the City of </u>Riga is: *"The overall impact of the growing tourism industry on urban public spaces within the Historical Centre of Riga (HCR) and interaction of local users, i.e., HCR residents, state and municipality institutions and private business, vs. considerable numbers of HCR visitors"*

<u>Brief justification of chosen USER Theme</u>

Livu Square in Old Town
Divided ownership of public space: square was formed in a place where one and half city block was destroyed in the IIWW. Now it consists of 8 land properties (2 privates, 1 state owned and other belong to the City, some of them rented out to seasonal cafes or pavilions. Place needs common approach.

Favourable geographical position of Riga, unique urban design, cultural and historical values, as well as "gateway" function of Latvia in the space of its neighbouring countries ensures the possibility for Riga to become a significant centre of tourism. Various types of tourism are considered in relation to development of tourism, including information, cultural, recreational, scientific, business and other types of tourism. Development of the tourism sector is particularly important for promotion of employment and other economic activities as well as for strengthening international reputation of Riga and Latvia.

The role of tourism industry in Riga city economy constantly increases – and this type of development is desirable in the whole HCR and its Protection Zone (PZ) territory.

<u>Subtheme 1: Identified conflicts of uses (summary):</u>

<u>A: Mobility issues:</u>

- Conflicts of uses among various kind of traffic flows (private, commercial, administrative, emergency services, public transport, tourist coaches, bicycle and rickshaw flows, pedestrian movements) and their impact on public space, namely:
- Insufficient accessibility of public space and historical buildings for people with special needs, (i.e., disabled persons, elderly people, etc.) through uneven surfaces of cobblestone stree ts, movement on/off the pavements, elevated and narrow sidewalks, stairs and tunnels, rough tram line crossings) and lack of appropriate signage, sound guidance, elevators, etc.
- Conflict of use of pedestrian streets in Old Town – often these are serving for outdoor cafes and restaurants rather than for social functions/needs;
- Conflicts of public parking space uses (parked vehicles vs. pedestrians and traffic flows):

<u>B: Noise and other disturbing factors:</u>

- Impact of noise and other disturbing factors on all users of urban public space in the Old Town

<u>C: Divided ownership issues:</u>

- Impact of divided ownership of land and buildings to the urban public space development issues: need for balancing of interests through improved managing of publically used courtyards (more space for car parking vs. playgrounds for children); need for co-ordinated maintenance of common public spaces (parks, playgrounds) that are under divided ownership (conflict – divided functions/responsibilities); need for complex and well co-ordinated approach in public space renewal (conflict between preservation/creation of street greenery and reconstruction of underground utility lines).
- Conflicts in management of commonly used courtyards – conflicts among basic needs of different users groups like car owners (parking), greenery children playgrounds, sports facilities for youth, rest for elderly people etc.

<u>Subtheme 2: Identified problems affecting the safety in the public space (summary):</u>

- Impact of homeless persons activities in certain public areas (Central market, old town, tunnels, under bridges);
- Impact of insufficient lightening in certain public areas (in suburbs of HRC, in some parts of Old Town, pathways through courtyards and through-fares/underpasses of buildings);
- Lack of policy concerning safe presence of dogs in the public space (need for city's regulations on the behaviour of dogs and owners, need for dog recreation spaces in public areas).

<u>Subtheme 3: Identified problems within cleaning and maintenance of public space (summary):</u>

- Cleaning and waste management issues: need for improved and better co-ordinated cleaning/maintenance works at public spaces; insufficient cleaning of snow during wintertime, irritating and potentially dangerous chemicals used to melt snow; need for appropriate waste

management system, specifically in Old Town (lack of public containers, no waste collection/separation possibilities etc.).

- Public space maintenance issues: need for continuous renewal or refurbishment of run-down segments of urban spaces; need for co-ordinated renewal of public outdoor furniture (benches, waste bins, etc.) and need to co-ordinate their design; need to improve quality of green public corners in central areas of dense historic building blocks and Old Town.

Identified problems in decision making process:

- Lack of qualitative public consultation actively involving all interested parties. Harmonization of interests by public and private parties, business and social needs;

- Due to budget and time restrictions lack of high quality investigations before decision making procedure;

- Insufficient linkage between planning process and budget allocation.

- Unclear division of responsibilities and insufficient authority of municipal institutions to ensure good management and implementation of urban design projects.

D) TOPICS TO ADDRESS AND OUTPUTS TO ACHIEVE WITH THE LOCAL ACTION PLAN

We would like to address issues related to improvement of urban space in Historical Centre (HCR) and to introduce better – more efficient and flexible – public spaces management practices. We will to face several problems already identified and pointed in previous sections (problems /Challenges).

More specifically, issues to be addressed are related to **existing and potential conflicts** among all groups of HCR users, particularly, to diverse impacts of the growing tourism industry, new tourism activities and increase of tourist flows visiting the city.

Through participation in the USER project we want to achieve better designed, managed and maintained urban public spaces in our city – inviting, **accessible for all groups of users**, secure and safe for everybody. We want to improve the overall quality of urban neighbourhoods – improve the quality of overall urban space up-grade, daily and long-term maintenance.

E) WHO SHOULD BE INVOLVED IN THE LOCAL SUPPORT GROUP ?

- City Development Department of Riga City Council (responsible for implementation of USER)
- Financial Department of Riga City Council (financial supervision of USER)
- Traffic Department of Riga City Council (involved in implementation of USER)
- Property Department of Riga City Council (involved in implementation of USER)
- Housing and Environment Department of Riga City Council (involved in implementation of USER)
- Riga City Building Construction Directorate (potentially involved in implementation of the USER project)
- Education, Culture and Sports Department of the Riga City Council (potentially involved in implementation of USER)
- State Inspection for Heritage Protection (involved in implementation of USER as the institution which approves every construction and economic activity that may have influence on cultural and historic values of HCR);
- Riga Tourism Development Bureau (institution responsible for tourism promotion and popularization of tourism opportunities in Riga)
- Latvian State Roads Managing Authority (involved in implementation of USER as the authority responsible for auditing of streets and traffic organization and supervision)
- Riga Municipal Police and State Police
- Latvian Traders Association (involved in implementation of USER as the association representing interests of retail businesses; retail stores are among the most common and important uses of ground floors of the buildings)
- The Association of Hotels and Restaurants of Latvia (involved in implementation of USER as the association that unites hotels, guest houses, motels and restaurants)
- Ministry of Environmental Protection and Regional Development (National managing authority/supervision of URBACT programs in Latvia; also responsible for spatial planning)
- Latvian State Regional Development Agency (National managing institution for implementation of URBACT programs in Latvia)

Members of Wider LSG (Local Support Group):

- Latvian Association of Architects (have professional responsibility and interest in territory and challenges, as well association is one of opinion leaders in public discussions)
- Latvian Association of Spatial Planners (unites professional urban planners from municipalities and private practices)
- Riga Municipal Agency „Rīgas pilsētas Arhitekta birojs" (City Architect's Office)
- Neighborhood's Non-Governmental Organizations and Associations (like "Vecrīgas biedrība" which represents interests of inhabitants and small businesses of Old Town area)
- State Museum Administration (a number of museums are situated in the HCR and old Town)
- The Latvian Umbrella Body for Disability organizations "SUSTENTO" (or *Apeirons*, which already took part in the elaboration process of spatial plan for HCR)

- State Fire and Rescue Service of Latvia (?)

Our LSG will be established following the best practices, outlined in URBACT II Local Support Group Handbook. A core group and wider group is planned to be established.

Further it is planned to involve inhabitants of different groups of age and social circles. One of the measures in the framework of RHC development could be the establishment of multi-functional RHC information and education centre – one stop shop – where education, culture, recreation and entertainment, practical and commercial consultations, digital RHC model, library with materials and publications about RHC, RHC passports of blocks, electronic database with research works and data carried out during the implementation of RHC development plans could be accessible for all groups of city users.

DRESDEN
Partner Profile

A) OVERVIEW OF THE CITY

Dresden is situated in the south-eastern part of the Free State of Saxony, which borders on the Czech Republic and Poland as well as the German regions Bavaria, Thuringia, Saxony-Anhalt and Brandenburg. The city lies in a marked widening of the Elbe valley. The foothills of the Eastern Erzgebirge Mountains, the Lusatian Granite Uplands and the Elbe Sandstone Mountains characterize the surroundings of the Saxon capital. In terms of area, Dresden is the fourth-largest city in Germany after Berlin, Hamburg and Cologne. The total area is 328.31 km^2.

With a total population amounting to 525,025 with main residence in the city, the city ranks 12th in Germany. The population of the agglomeration of Dresden amounts to 784.952 inhabitants.

From 1989 to 1997, the city has lost more than 80,000 inhabitants, due to substantial outward migrations following the German reunification as well as a considerable birth rate decline. About 40,000 inhabitants have been somewhat "retrieved" through the incorporation of neighbouring towns and villages in 1997 and 1999, and largely 50,000 inhabitants have been added since 1997 due to migration gains - predominantly originating from East German provinces -, but also the recovery of natural population increase. According to the forecast of the municipal statistics office, a peak level of 555,000 inhabitants will be reached in 2025.

Dresden is considered one of East Germany's boom cities, while rural areas and small and medium sized cities all over East Germany are suffering from substantial shrinking.

After 1945, the major branches of industry were maintained despite economic and social upheavals and the confiscation of numerous formerly privately run companies. Remarkably, the Robotron combine shaped up to a leading ICT cluster node for the middle and eastern European countries.

Nowadays, microelectronics and ICT form Dresden's economic key sector: 1,500 companies with more than 48,000 employees make Dresden the largest European cluster in the microelectronics/information and communication technology sector. More than 17 billion Euros have been invested in Dresden's microelectronics sector since the 1990s, with regard to chip design, wafer production and upgrading, extensive supply of the user industry and development of memory chips as well as the linking of partners within international networks.

Dresden is a hub for tertiary education (total of 48,000 students in universities and polytechnics) and research & development (nanotechnology / photovoltaic's / life sciences / biotechnology). Dresden is also one of the most popular German cities regarding tourism, fine arts and culture.

Unemployment figures are steadily decreasing way below the East German average. They currently amount to ca 8.5 % citywide. Currently the economic recovery of East Germany is slowing down, and the gap between East and West is remaining close to static.

Regarding urban regeneration, public subsidies are steadily decreasing, at the risk of redevelopment and upgrading issues being postponed or abandoned.

Those districts and neighborhoods having suffered from neglect and even dereliction prior to 2000 have largely recovered since – provided a public renovation scheme has been successfully put into effect. Yet several areas are still in an urgent need for regeneration.

B) USER IN DRESDEN

For USER, we have delimited an area which features an appropriate size, an appropriate population and also redevelopment concept for this very area duly adopted by the city council.

Although this area can be divided into two subareas, we will stick to this entity, as the overcoming of barriers between the subareas "historic Friedrichstadt" and "Wilsdruffer Vorstadt" constitutes an important target. Though different in terms of the historic background including various related social, architectural and functional features, they are complementary in the sense that they address specific deficiencies at the periphery of the very city centre. The delimited territory complies with an established regeneration project featuring numerous USER-relevant aspects.
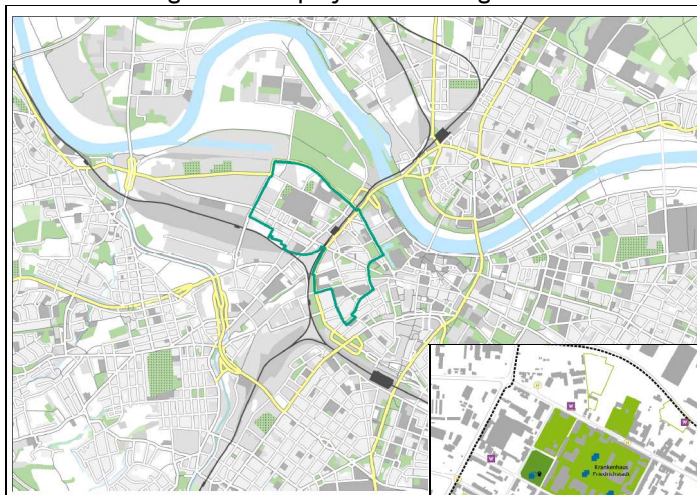
Location of the USER area at the Western fringe of the city centre
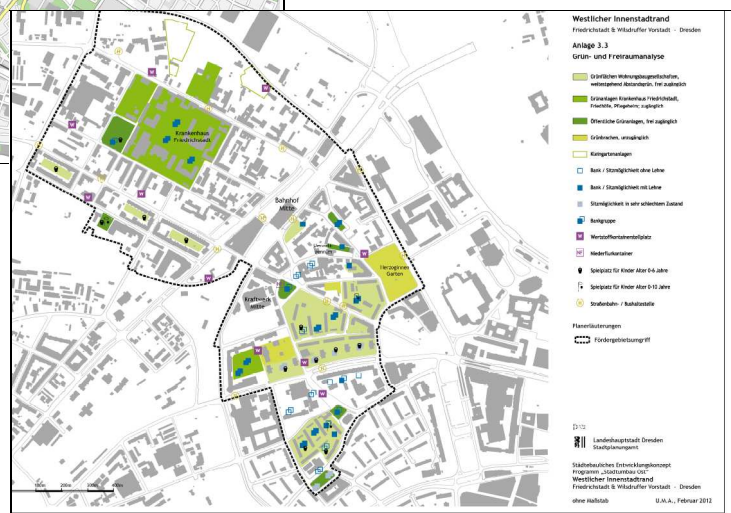
In addition to publicly managed urban regeneration processes, most buildings in the area have been refurbished. New post-1990 buildings concentrate in the northern Wilsdruffer Vorstadt.

constructions have been achieved in several spots. Buildings dating from older eras partly remain unrefurbished. Open space often lacks proper design and functional assignment. Once the city council has approved of a specific regeneration area, the City Planning Office leads the regeneration strategy

in cooperation with various departments concerned. Prior to defining new regeneration strategies and areas, sound enquiries have to be conducted, which ensure that roughly every important aspect will be observed. The implementation phase generally does not include social and youth welfare services as could be appropriate, which is due to the fact that regeneration subsidies are not eligible at this level.

C) NATURE OF PROBLEMS/CHALLENGES IN THE NEIGHBOURHOOD(S) PUBLIC SPACES.

Dresden's USER area still suffers from large-scale destructions which have occurred towards the end of WWII. In this context, not built-up public space appears like being available abundantly. After WWII, two major historic breaks and successive unmatchable concepts of urban redevelopment contributed to the current challenges.

During the socialist era, ownership structures were frequently left unaccounted for, and refurbishment and maintenance were subordinated to mere dwelling area production. Parts of the USER area have been covered with residential buildings in the 1960s and 1970s. The profitability of a favorable central location did not really matter. There was a widespread shortage of material, manpower and skills that prevented a well-balanced urban redevelopment.
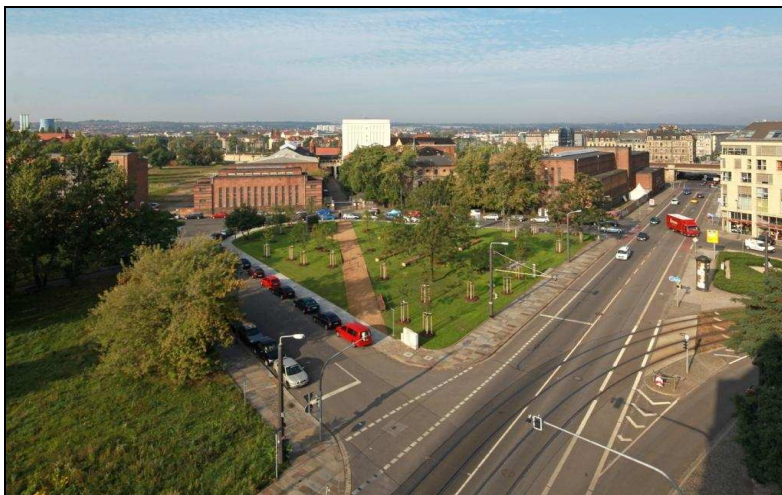
Since reunification in 1990, the consideration of land value has regained importance, and there is a clear endeavor to retrieve and enhance parts of the former, so-called historic, urban fabric.

Sustainable development is an additional challenge.

It has been obvious since 1990 that redevelopment would need considerable public investment. While public grants for urban redevelopment have been assigned to numerous disadvantaged districts, the recently specified USER area was lacking behind. The assumed self-sustaining development did not really happen.

Since 2000, the City of Dresden has turned its attention to reshaping and upgrading numerous free spaces and urban plazas all over the USER area. In the long term, public maintenance of these areas might be at risk due to decreasing local budgetary funds.

It is foreseeable that parts of the USER area will undergo considerable transformation over the years to come. These transformations will be linked to the re-densification of the built-up area at the western fringe of the inner city.

1) Features of the western subarea, the "historic Friedrichstadt":

- The area used to be considered one of Dresden's <u>most neglected neighborhoods</u> and is still struggling for a coherent redevelopment.
- Large-scale flooding took place in August 2002 due to the successive overflow of both the Weisseritz and the Elbe rivers. This caused many tenants to move out of their flats, particularly the <u>ground floor</u> ones, <u>and flat vacancy reached an all time record of 35 %.</u>
- <u>Newcomers are mainly young persons</u>, many of them students.
- The baroque style Marcolini Palace, which has been converted to a municipal hospital more than 150 years ago, features a most valuable <u>landscaped garden, accessible to everybody</u> and protected as a historic entity. It occupies the very centre of the neighbourhood, thus compromising the permeability of the whole area.
- The borough is renowned for famous artists having lived here formerly, and there are various <u>initiatives and associations engaged in socio-cultural and creative activities.</u>
- Numerous residences for <u>the elderly</u> as well as paramedical facilities have clustered in the north-eastern part of the borough.
- The area south of Schaefer street shows a maximum of <u>households depending on social benefits</u>. Over the past years, public upgrading measures have been carried out within this part of the Friedrichstadt as well.
- Due to Dresden's positive population forecast, <u>the successive covering of vacant lots with residential buildings is foreseeable.</u> Some residents worry that the neighborhood will then lose free spaces as well as opportunities for creativity, culture and socializing. <u>Gentrification</u> alerts can be overheard. USER will have to cope with somewhat contradictory expectations regarding building density, social mix and the future conviviality of the neighbourhood.

2) Features of the eastern subarea, the "Wilsdruffer Vorstadt":

Although close to the very city centre, it is extremely contrasting due to <u>vacant lots</u> as well as the homogenous blocks having been built up on the ruins of WWII. In the 1960s and 1970s, the municipal housing company as well as one of the large housing cooperatives undertook large-scale construction of dwellings in the USER subarea "Wilsdruffer Vorstadt". Prior to 1990 there was a tremendous demand for these new 6-story panel buildings with gabled roofs and district heating, although tenants used to be rooted to their flats. Many tenants who have moved in just after the completion of their buildings still live there. Of course, <u>the average size of households is diminishing, and people are getting older</u>. Dwellers are aged 57 on average, which is 20 years above the mean age of the historic Friedrichstadt area. Hence the challenges to address consist in:

- how to get the neighbourhood adapted to elderly people's needs as well as empowering them ?
- how to make it more attractive for young newcomers and ?
- how to include all age groups ?

These challenges are pretty much linked to the quality of public space.

The northern part of the Wilsdruffer Vorstadt consists of a mix of Wilhelminian-style buildings (dating from 1870-1914) and void lots and brown fields. There are also some outstanding facilities as the Conservatory, the Environmental Centre in the former village nucleus, the former central cogeneration

plant which is due to be converted into a cultural events' site hosting the Operetta House, the Young People's Theatre and various creative start-ups. Closer to the elevated railway track, several blocks have recently been covered with town houses.

Thus subarea has become utmost polymorphic, and there are still potentials for further development. Accordingly, expectations will have to be balanced in order to avoid or minimize user conflicts.

D) TOPICS TO BE ADDRESSED AND OUTPUTS TO BE ACHIEVED THROUGH THE LOCAL ACTION PLAN.

The LAP should also accompany the actions linked to the already adopted programme for the upgrading area **Western Fringe of the Inner City.** This programme will focus on the improvement of public resp. accessible space. The USER process will not replace this ongoing regeneration and upgrading programme, but seek to evaluate and enhance its targets.

Improvements targeting to overcome the disconnection of the two subareas should be a major issue of the LAP. The consistency of the USER area is handicapped by the elevated railway track that links the two major local railway stations and forms a rather obstructive barrier. Up to the end of the 19th century, the Weisseritz river, which is the main tributary to the Elbe river running within the city and whose lower course has then been diverted further west, separated the Wilsdruffer Vorstadt and Friedrichstadt boroughs from one another with only one single bridge to pass the river.

For the time being, the city, as well as the main members of the ULSG already known, target to:
- improve intergenerational use of public space
- take care that these places will be accessible, secure, clean and fitting for use, which does not necessarily afford considerable public investment
- encourage everybody concerned to have their say when it comes to integrate new constructions and enhance the neighbourhood's character
- integrate newcomers into neighbourhood activities
- set up a well-functioning communication platform in order to identify problems and challenges in real-time and allow for a more sustainable and efficient regeneration process
- foster the subsidiarity principle – thus encouraging residents to care for their own environment and contribute to its enhancement

The City of Dresden has also analysed the following aspects. Some of them are linked to USER's strategic components:
- Assumptions regarding the forthcoming design and management of public spaces in USER area
- More detailed assessment of the evolution of the nature and dimension of urban changes regarding area uses (changes that are taking place and those that can be foreseen)
- Assessment of main weaknesses of urban planning system regarding the regeneration process
- Description of the new needs of inhabitants and users of the city
- Evaluation of the potential or current conflicts among inhabitants, users and other actors as well as with the local authority
- Functioning of the ULSG

E) WHO SHOULD BE INVOLVED IN THE LOCAL SUPPORT GROUP?

- Quartier Friedrichstadt (registered association)

- Umweltzentrum Dresden / Environmental Centre (registered association)

- Entwicklungsforum Dresden (registered association)

- Friedrichstadt Zentral e. V. (registered association)

- Mobile Arbeit Friedrichstadt Outlaw gGmbH (streetwork on behalf of the municipal youth welfare office)

- Freiraumentwicklung ehrler Garten- und Landschaftsarchitektur, experienced as managing director of the former „Weisseritz Initiative" (2004-2010)

- Dresden Technical University, Faculty of Environmental Studies, Geographical Institute, Section Economic & Social Geography

- The main housing companies / associations: so far, we have identified a major housing cooperative and three large-scale private dwellers, one of them being engaged in a somewhat controversial construction project which has recently started to fill in a green area close to pre-existing residential buildings, another being the residential manager of former publicly-owned buildings, the third one a developer of new-built townhouses

- tbc: Local Agenda 21 for Dresden (registered association)

- tbc: Schokostudio architects (engaged in community development)

- The municipality, coordinated by the City Planning Office (CPO). The CPO will assure the participation of any municipal department concerned by current topics.

- The Saxonian Ministry of the Interior as Managing Authority for the assignment of European structural funds in the field of sustainable urban development.

- Users – others than the above mentioned ULSG members - are those individuals or groups (residents, shopkeepers, commuters, people belonging to various ages and social groups) going to be identified by the ULSG members, with particular attention to concerns and proposals of those users whose dwellings or work-places are located inside the USER area. They constitute the people most in need of a well-designed and well-functioning neighbourhood.

A) OVERVIEW OF THE CITY

Lisbon is the capital city of Portugal, located in the right bank of Tagus River, by its mouth. The metropolitan area of Lisbon occupies around 2.750 Km^2 with around 2.1 million people, which travel daily to the capital and forming a floating population that imprints a cosmopolitan dynamic to the city. The city is served by a diversified network of public transportation, from which we can highlight the underground network, buses and trains.

Demographic evolution of Lisbon:
- 1970 – The city of Lisbon shows signs of population loss.
- 1980 – It's noted an inversion on the tendency started during the 70s, justified by historical reasons (the coming back of Portuguese from the former colonies), with the population numbers being the bigger ever.
- 1990 – At the 1991 census it was verified that the tendency for population gain was inverted, having the city lost about 15% of its population.
- 2001 –The tendency for the city to lose population, initiated during the 70s, was confirmed.
- 2011 –According to preliminary data of the 2011 Census, Lisbon continued to lose population but slower now, having virtually stabilized its population.

	1970	1981	1991	2001	2011
População	760.150	807.937	663.394	564.657	545.245
Ritmo de Crescimento	--	0,57	-1,79	-1,49	-0,34
Famílias	234.020	285.960	245.070	234.918	245.931
Diferença (%)	--	22,2	-14,3	-4,1	4,7

Evolution of Lisbon's population and families

Lisbon is the principal and most developed financial centre of Portugal and one of the most important of Europe. As the wealthiest city in the country, Lisbon's Harbour is the most competitive port in the European Atlantic Cost. On the other side, the city has several sport harbours and marinas, as the one of Belém, Santo Amaro, BomSucesso, Alcântara and Olivais. For the most part the Multinational Headquarters in the country are located in Lisbon and it is one of the cities, at a world level, to welcome and host international congresses.

Lisbon presents a high GDP per capita what makes it the wealthiest region in Portugal, but with the peculiarity of most of its economy be of the tertiary sector – Services.

Administrative Organization: Lisbon's county is subdivided presently in 53 parishes, though its planned an administrative restructuring which will downsize it to 24 parishes. The county is governed by a City Council composed of 17 councillors in charge of several areas (Housing, Environment, Urbanism, Rehabilitation, etc.) which manage and promote the definition and implementation of policies and strategies for the county.

Economic Competitiveness: Lisbon is the principal and most developed financial centre of Portugal and one of the most important of Europe. As the wealthiest city in the country, Lisbon's Harbour is the

most competitive port in the European Atlantic Cost. On the other side, the city has several sport harbours and marinas, as the one of Belém, Santo Amaro, BomSucesso, Alcântara and Olivais. For the most part the Multinational Headquarters in the country are located in Lisbon and it is one of the cities, at a world level, to welcome and host international congresses.

Lisbon presents a high GDP per capita what makes it the wealthiest region in Portugal, but with the peculiarity of most of its economy be of the tertiary sector – Services.

Lisbon's Urban Rehabilitation Strategy 2011-2024:

The urban rehabilitation is an intervention priority of the City Council, also shaped in PDML. In this sense, it was created a documented names "Lisbon's Urban Rehabilitation Strategy 2011-2024" which took into account several tools that the municipality was developing, being BIP/ZIP one of them. It is a strategic document and it encompasses not just the historic centre of Lisbon but also the consolidated urban fabric, excluding "more recent" areas, whereby, in spite of the specificity of the goals centred in the Urban Rehabilitation theme, one of the challenges presented by this document is "*to regenerate the Priority Intervention Neighbourhoods/Priority Intervention Zones*".

Neighbourhoods/Priority Intervention Zones:

The first big project "born" from PLH was the elaboration of a Chart to the neighbourhoods and areas referred in the previous section, and that would allow for the inclusion of the city territory in a perspective that might not be "blind" to the social dimension. Therefore emerged the Chart and the BIP/ZIP program (neighbourhoods and Lisbon's Priority Intervention Zones) approved by the City Council and by AML by the proposal 616/2010, respectively in November 17th 2010 and March 1st 2011.

The making and identifying of BIP/ZIP took into account the interception of three big variables: socio-economic, urban and environmental, as well as the concept of *Critical Neighbourhoods*, referred in the resolution of the Cabinet nº 143/2005 of August 2nd, which, besides the social and urban components, involved the partnerships between public administration and the civil society for the development of regeneration operations in degraded neighbourhoods.
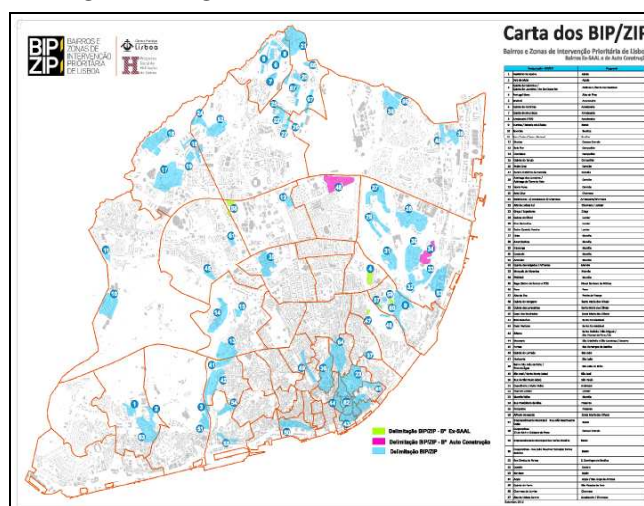
After selecting the variables, indicators which best could contribute for the construction of a new concept – BIP/ZIP - were chosen and later calculated in a way to allow a measurement of the social, urban and environmental needs of Lisbon's County.

As a result two indexes were built, the Social Index and the Urban Index, which automatically were charted and to whom were added other municipal delimitations, illustrating (also) needs:

- ACRRU – Critical Area of Urban Recuperation and Reconversion,
- AUGI – illegal Origin Urban Area,
- Municipal Neighbourhoods (under GEBALIS management) with special problems,
- Remaining PIMP and PER Zones (Resettlement Special Programs),
- Ex-SAAL Neighbourhoods with severe pending problems.

The definition of "Priority Intervention Zone and Neighbourhood" **(BIP/ZIP)** is linked to the lack of equipments or transportation. After public consultation, the BIP-ZIP Chart has identified 67 neighbourhoods with a population of around 140.000 citizens. The 67 Neighbourhoods present between them several different socio-urban characteristics.

This Program is a tool of municipal public policy to stimulate local initiative developed by Parish Councils, local associations and NGOs, aimed at fostering social cohesion and territorial partnership in Lisbon and the main objectives of the Program are:

- Promoting active citizenship, self-organizational skills and participation of the community in the search of collective solutions to improve their living conditions;
- Contribute to a positive image of these areas to reinforce its integration in the city;
- Providing favourable conditions for entrepreneurship and development of local initiative

B) USER IN LISBOA

Lisbon presents territories where the scarcity of public spaces/proximity equipments is notorious or, when they exist, is in bad conditions. The BIP/ZIP identification process encompassed these problems. In this context, the Local Action under USER project proposal will focus in these territories.

Among the different typologies identified by the BIP/ZIP Chart in the EX-SAAL neighbourhoods, these shortcomings are even more notorious, beside the specificities they present.

The Ambulatory Local Support Service, supported by the Municipality, was in ceding the land surface rights for self-construction based in funding Housing Cooperatives or Residents Associations. This initiative allowed for an effective and rapid construction. Habitation ownership would be finalized after the financial repayment of the Housing Development Fund (Fundo de Fomento à Habitação), but this never happened.

This process caused these territories to remain "forgotten in time", increasing the socio-urban cleavages on the course of the years as a result of the ineffectiveness of political and executive power in the municipality, which created a bigger rift between population and decision makers.

Contributing to cyclic exclusion processes, which find ground in a low personal and neighbourhood self-esteem, with implications on the image the city has from the neighbourhood.

Of the EX-SAAL territories identified by the BIP/ZIP Chart, the Action Plan will focus in two Neighbourhoods (around 2.200 inhabitants) located in the Eastern part of the city:

- Horizonte Neighbourhood – BIP/ZIP nº 47
- Nascimento Costa Neighbourhood (Cooperatives) – BIP/ZIP n. 60

C) NATURE OF PROBLEMS/CHALLENGES IN THE NEIGHBORHOOD(S) PUBLIC SPACES.

The main problems these territories are facing are:

- The distance between the local inhabitants and users and urban planning decisions-makers.
- The big gap between the real day to day needs/problems and public response
- lack of social analyses and response when addressing urban design
- lack of integrated policies/programming/implementation
- lack of social land urban reconnection to the city
- lack of public spaces, proximity infrastructures and equipments
- housing property legal issues
- Housing conditions
- Urban voids/gaps
- Territorial urban/social disconnection with city
- Social/economic needs and deficiencies
- self-esteem issues

D) TOPICS TO BE ADDRESSED AND OUTPUTS TO BE ACHIEVED THROUGH THE LOCAL ACTION PLAN.

The USERs Strategy in Lisbon is *"Public Space as a promoter of social cohesion"*.

The development and sharing of the Local Action Plan under USER will allow to reflect and to obtain results on how the build of a public space contributes to the promotion of social cohesion, especially in territories which present very peculiar urban and socio-economic characteristics.

Presenting a proposal for an Action Plan targeting the BIP/ZIP territories is not done lightly and without support and guidelines. It should be always present the BIP/ZIP Chart and the BIP/ZIP program, afore mentioned, which are the result of a strategy of rehabilitation/urban regeneration included in the Strategic Proposal of the PLH, where Objective 2 restates the need to "Improve the quality of urban life and the territorial cohesion".

With this purpose it is underlying a process of Planning and Urban Regeneration able to promote the rehabilitation and requalification of the disordered/disconnected/degraded territories and that promotes multidisciplinary actions that may touch simultaneously the different dimensions (urban / architectonic, social and environmental) of these deficient areas, competing for a sustainable urban regeneration, which demands a proximity management, inclusive and intercultural.

It is in this context that cities must be thought and projected. A City is for and from people, become necessary their participation, removing in such a way the risk of an absence of significance.

To make a city becomes imperative and it will be through the "shared creation" of the public space that we will do it. A free access space to all individuals, where each one's freedom depends of a diversified spectrum of rules and cultural traditions (Political Space), but above all a space triggering "social life", a citizenship space and a meeting place of several dimensions and realities.

A space where multifunctionality will play a pivotal role, adding an increased quality, aesthetic, functionality, comfort and safety aspects, that must be extensive and to reflect the user's needs. And like that *the Place* will be built, a big tool for the promotion of citizenship and social cohesion.

Presently, with an expectation of a better life quality for the citizens, one of the main pillars to achieve such quality relates to conservation, rehabilitation and creation of public and leisure areas. These areas, provided that they are programmed, allow for social cohesion and integration of their users and the territories where they are located.

The usage of public and leisure areas is, together with collective equipment, one of the biggest assurances of urban life quality as can be seen by their increasing demand. However, these can't be dissociated from the social and urban fabric where they are located. In other words, when planning and executing, citizen's participation is as important, if not more, as the participation of everybody else.

The strategic components of the USER Program, within the "Public Space as a social cohesion space", come to meet the Local Action Plan, with which it is connected. One should remember therefore:
- Designing and managing public spaces – to rethink the paradigm of how "to design" and manage Public Space.
- Listening the uses of public spaces to understand the various functionalities of Public Space.
- Proximity to users – to establish "connections" with all users.
- Change in public services – to promote the alignment of (municipal) services responses
- User's community – to foster the relationship between different users
- Integrating city user's knowledge to build tools to collect and valorise user skills.

In Lisbon, the work developed by the BIP/ZIP Workgroup fits perfectly the strategy presented by the USER Project on how to promote their goals, and it is by following that path that it is intended that its Action Plan, in the end, may be able to promote social and territorial cohesion through a process of public space regeneration having as key elements in the all process:
- Human dimension citizen/resident/user – the design scale of Public Space must be the human scale, it must be designed by, with and for the citizen/resident/user
- Relationship with the territory through the public space – the special evaluation must be done by the Public Space, which will allow for a better connection with the territory.
- Use of public space as process of inclusion/social cohesion – the spatial appropriation would allow for the beginning of inclusion and social cohesion processes
- Re-connect the intervention area to the city – as a greater purpose it shall be pretended that the process of revitalization of spaces allows that the territories operated upon connect with the city, waving its fabric.

The choice fell upon these Neighbourhoods because they had an organized participative community, which leaded the development of 4 public space creation projects (under the BIP/ZIP Program between 2011 and 2012). The study, monitoring and accompaniment of these projects will allow for the

application of their participation and public space construction models to other areas covered by GABIP, that will coordinate the Local Action Plan and lately in other priority city territories. Fig. 11

In the territory chosen to develop the Local Action Plan, in 2011 were selected 5 projects, of which two in public space. On the other hand, in 2012 were selected just two projects, all just for public space, being visible in the projects a spatial coherence, granting some continuity and sustainability.

The intervention areas are <u>empty spaces</u> for the most part, expecting areas a result of a shacks eradication program and posterior social housing building as well as building of cost controlled housing.

## E) WHO SHOULD BE INVOLVED IN THE LOCAL SUPPORT GROUP?

The execution and monitoring of this process will be included in the competences of a ULSG to establish in the meantime, which will have under its responsibility the territories selected under USER.

In that way, it is intended to safeguard the BIP/ZIP organizational structure already in place, with the global PLH strategy at the top and the execution of local partnerships, urban regeneration and this Action Plan through GABIP. The working structure of GABIP will consist of the following partners:

- Local office coordination team
- Policy makers representation
- Municipality Territorial, Sectorial and Transversal representatives
- Local authorities representatives
- Local stakeholders (NGO's, local associations, entrepreneurs,...)

This network structure will allow for the promotion of participation of all local agents in the regeneration process of the neighbourhoods covered by GABIP and consequently also the intervention area destined to the Action Plan under USER. The socio-urban solutions will be in this way articulated with the various interests/needs diagnosed by the multidisciplinary team.

<u>Coordination between the USER LSG and the already existing structures in the BIP7ZIP program of Lisbon.</u>
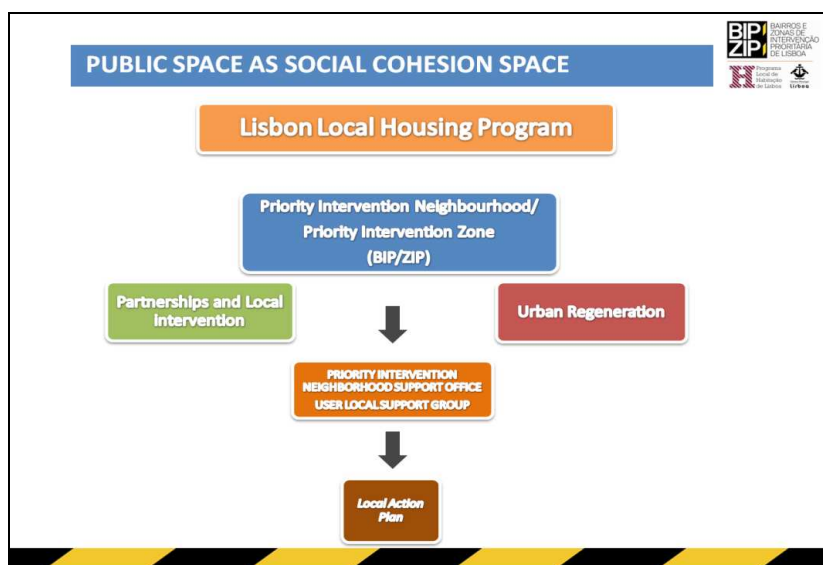
3. SYNTHESIS

This synthesis highlights the relation between the critical themes regarding changes and conflicts in public spaces, the USERs approach and the reality and priorities of each partner city.

During the development phase and specifically, during the last Malaga seminar, all the involved cities (October 18th and 19th) partners established a common strategy to value their experimentations on the public space and to facilitate learning's as an output of networking.

This synthesis as the assembling of partners profile with the conceptual framework (state of the art) has been a process that concludes with a final and shared reflection among the partners during the Malaga meeting.

During the development phase USER partner's cities increased their awareness on the nature of the public space concept and of the diverse dimensions included. This wasn't absolutely clear at the early stage of the project. Progressively cities improved their focus on the issue. The public space use as a core problematic supposes shifting the view of local authorities, because different municipal policies (urbanism, social inclusion, transport, security...) should serve a new and complex "public space paradigm" where physical dimension or urban quality is just a partial aspect of a more ambitious, comprehensive and relevant idea of what public space really means.

We have to start from the concept of "convivial public space" that is something more than just arenas in which people can have a jolly good time; they are at the heart of democratic living and are one of the few remaining focus where we can encounter difference and learn to understand and tolerate other people. Without good urban public spaces, we are likely to drift into an increasingly privatized and polarized society, with all its concomitant problems. Despite some improvements in urban development during the last couple of decades, we still produce many tracts of soulless urban fabric that may deliver the basic functional requirements of shelter, work and leisure but are socially unsustainable and likely generators of future problems. Such places should consist of a rich, vibrant, mixed-use environment that does not die at night or at weekends and is visually stimulating and attractive to residents and visitors alike.

Public spaces have a huge symbolic value. Their quality and uses reflect the recognition that public policy refers to the user, the citizen. Public spaces are the receptacle of the society with its qualities and dysfunctions. The challenge for these areas is to make places generating shared values and to make them a "common good", not limited to a value of consumption but to ownership, sharing and citizenship. This cannot be done without the expertise of the users. In a period of crisis, generating social problems and declining resources, the USER approach is looking for efficiency and sustainability.

3.1. Dimensions of USER topic.

This core idea of the public space concept has reshaping in a common direction the partner's cities local projects. The state of the art of the public space issue, and the first USERs definition in terms of sub-themes, has allowed the partners profile preparation focused in public space and in the main associated problems (uses, conflicts, dysfunctions, insecurity, management and maintenance...). If we look to the 9 partners profile we can observe this lace between local projects and thematic framework.

Through the "partners profile" section, city partners have already defined, an initial analysis of their local contexts and their main challenges regarding public spaces uses and users. Taking the sub-themes and the theme of USER into account and considering the different elements that where already

mentioned and pointed during this document, the partners profile show that the different cities belonging to USER address different dimensions of the topic:

- Regarding **the type of urban area** where the city partners are going to focus their local experimentation and their participation in transnational exchanges several types are included: suburbs, blocks in peripheral areas, historical centers and inner city areas. This diversity gives a wide panorama that facilitates a real experimentation and comparison. Different elements within each sub-theme are chosen linked to the features of the urban area. Conflicts between residents and tourists are a focus for historical centers, while non-used or abandoned spaces are more usual in peripheral areas.

- Regarding the dimensions of the **addressed public spaces**, a wide myriad of typologies is considered among the partner's cities: squares, sidewalks, spaces between buildings, abandoned or non-used plots, greenery, forecourts (bus or railway stations) playgrounds…. Obviously, the type of solution, the obstacles to be overcome, the users to be involved, etc. are very different. Each category of public space has its own rules and challenges, and is linked to different conflicts, uses and users.

- **Existing spaces vs planned spaces**. This is another dimension of the addressed spaces. This dualism entails different ways of facing the problem. In the first case, already existing public spaces will address problems as current conflict of uses, dysfunctions and challenges for the existing urban management. This can suppose the introduction of changes in uses, the diversification of users, and new procedures to improve the daily maintenance of the public space. In the second case, in the framework of urban regeneration processes, new public spaces should be planned and created ex novo. This entails the definition of uses, the involvement of users and a preventive process to avoid future conflicts and dysfunctions.

- **Private-public-mixed ownership and use**. All the partners city are concerned more or less in this issue. Ownership can be a huge obstacle to improve the use of public space in our cities. The ambiguity of ownership in several "border spaces" in residential areas can become a difficulty to the good maintenance and cleaning of public space. In the former socialist countries the privatization of   public spaces and the atomization of private owners is an obstacle to improve uses. Often, ownership and uses are not coherent, and collective uses take place in private owned spaces.

- **Temporary uses**. During our debates and exchanges, this issue became a main one. Several cities have to cope with unused or abandoned plots, that become focus of dirtiness, unhealthy or unsafe areas. Often these places have   private ownership but others belong to different public institutions. These places can be recovered for temporary uses as public spaces.

- **At least, USERS as a major dimension of the network:** regarding public space, the focus of USER cities covers a wide type of users. Usually cities are concerned with a combination of spaces-uses-users. So, the user's consideration is not isolated of other dimensions. Cities involved in USER cope with different types of users: residents-neighbors, social excluded groups, tourists, homeless, elderly people, young people, women, children, shopkeepers, NGOs, workers residing outside, temporary students, car drivers, bicyclers, street artists and musicians, etc. The USERs approach includes other kind of users that are included in the partner's approaches, like several "field-workers" in change of daily maintenance, cleaning, upgrading works, bus-drivers, policemen, social workers and social mediators, etc.

3.2. Overview of partners situations.

In the following matrix we can see the <u>different situations among city partners</u>:

City	Type of urban area	Uses / users	Problems /Challenges
Grenoble	Deprived blocks suburb	- Path spaces - Terraces - Spaces between buildings - Parking areas - Green areas - Squares - Teenagers, adults, space squatters, car drivers, - Shop keepers, land owners	- Recurrences of conflicts of uses, incivilities and socio-urban dysfunctions (spaces squats by specific groups, dumps of large wastes, jets through the windows and damages). - Places where groups of young people meet. This situation generates feeling of insecurity, tension and conflict with residents
Malaga	Central residential area	- Streets, squares, gardens, facilities, unused plots. - Small and hidden squares - Passageways - "Corralones" (private community spaces)	- Lack of trade activities in the ground part of the social housing - Serious deficiencies in urban waste treatment and cleaning of streets, squares, play grounds, plots, building facades - Physical deterioration and degradation of squares, including key locations
Pescara	Deprived area with new planning processes	- Abandoned areas occupied by abandoned industrial buildings. - Foreseen as new green areas. Green Spine project. - Promiscuity between manufacturing and residential neighborhoods.	- Design and management of public spaces, quality of green areas, integration of social elements and participation of users
Lublin	Historical Centre	- City "life line" was defined as a route from bus station through the Old Town - The area is changing from residential to commercial functions. - Majority of properties are private (of many co-owners) and mix-use (mainly business and housing	- Old Town and SródmieScie (Downtown) are exposed to strong pressure depopulation and a changing residential function to commercial. - Collisions of different types of traffic (conflicts between pedestrians and motorized traffic participants - Lack of parking places - Green areas or trees along the streets are under pressure of parking demand - Reduction of housing
Copenhagen	Neighborhood with social exclusion concentration	- Homeless, drugs addicts. - New neighbours coming from outside.	- Conflicts between very different types of users. Homeless make a very intensive use of outdoor space. - Creating positive interaction between the different groups - Opportunities for positive meetings.

Krakow	Residential neighborhood. Blocks.	- Common spaces between buildings, internal roads	- Local spatial zoning plan – the basic spatial management instrument as an act of local law. - Fragmentation of ownership, in many cases – unordered ownership statuses,
Dresden	Inner city	- Public road spaces, unplanned vacant plots, spaces between buildings, forecourt of railway station, walking accesses - Elderly people - Young people - Social excluded people depending on social benefits - Gentrifiers	- Sharing the routines and attitudes of municipal planners with users. - Cross generational uses. - Cycling and walking access - Conviviality with newcomers. - Encouraging residents to care for their own environment and contribute to its enhancement
Riga	Historical center	- Growing tourism - Accessibility, traffic, - Homeless - Restaurants, open-air bars owners. - Private owners of common spaces - Resident families Elderly people - Children - Disabled people	-Divided ownership of public space. - Abandoned urban degrading, human safety threatening buildings - Existing and potential conflicts among all groups of historical centre users - Degraded greenery especially in the inner yards of buildings. - Impact of nightlife objects in tourist areas on residents of Old Town - Conflict of use of pedestrian streets in Old Town – often these are serving for outdoor cafes and restaurants rather than for social functions/needs;
Lisbon	Deprived Block suburb	- Lack of public space between buildings. Deprived and neglected spaces. - Urban voids - Social excluded residents.	- Territorial urban/social disconnection with city - Public spaces as a factor of social cohesion. (Use of public space as a process of inclusion/ social cohesion) - Lack of social analyses and response when addressing urban design

From this first lace between public spaces/challenges of each partner in the Users thematic framework and in its different dimensions, experimentation and learning process should be implemented in the different levels of the working program: transnational exchanges, intermediate spaces of cooperation, knowledge dissemination and local actions plans.

3.3. Goals and strategy of USER network.

Partners' challenges and goals will be organized and classified in coherence with the sub-themes established in the USERs framework. The theme and subthemes will give place to a main goal and different sub-goals:

Main goal: Facing changes and conflicts in urban public spaces through users involvement:

- *Sub-goal 1: More convivial and interactive social-public spaces by solving dysfunctions and conflict of uses*
- *Sub-goal 2: Safer public spaces in a friendlier city*
- *Sub-goal 3: Cleaner, better maintained and upgraded public spaces for a more efficient city*

These three sub-goals will be the patterns for USER experimentation at the different levels. They will become the references to measure the achievement of a "good public space". Each one will be filled with several indicators that will be built in a shared way by all the USERs partners.

User's strategy will be developed at 4 different levels.

- Transnational exchanges, sharing and learning. Thematic seminars focused in each one of the foreseen USER sub-themes. (Conflicts in using public space, Safety in public spaces and Management of public spaces)

- Sharing challenges and local solutions. USER proposes a "Peer review process", where cities can learn, compare and generate knowledge on the basis of local practices. Workshops grouping 3 cities will take place. Transnational level should be linked to local actions in each one of the city partners. This is a key challenge. Workshops grouping 3 cities will play this role as intermediate platforms where the local issues, challenges and plans are going to be linked with the thematic dimensions of the network.

- USER at local level. Finding solutions to dysfunctions and changes in public spaces and mobilizing users. Local actions plans and local support groups will be launched and consolidated in each partner city. At local level, the LAPs (Local Action Plans) should be the main output of an experimentation process to test in a practical way a pilot process of improving the uses of public spaces in the city.

- Capitalizing knowledge and findings to disseminate at European level

At the four levels the USERs central goal is the development of local experimentation processes, exchanges, learning's and knowledge production contributing to: more convivial and interactive social-public spaces by solving dysfunctions and conflict of uses, safer public spaces in a friendlier city and cleaner, better maintained and upgraded public spaces for a more efficient city.

Pilot local actions and good practices to be introduced during seminars should be clearly oriented in this direction, establishing clear links between its contents and its contribution to the different sub-themes.

To achieve this objective, USER should play at the four mentioned levels, establishing bonds that allow measuring this contribution of local actions to the 4 sub-goals.

Two dimensions should be clearly integrated in the USERs working plan:

- **Participation of the public space users** in so far as practical knowledge providers and as prescribers of needs, contributing to a good understanding of the "real life cities" and the current use of different public spaces.

- **The impact and the functions of cross cutting elements** influencing the public space uses: governance, public policies in different fields concerned with public space, financing, urban planning, ownership. Local pilot experiences, practices and knowledge exchanges, should point all those elements that condition the public spaces evolution. It supposes that different stakeholders and involved institutions in all these dimensions should actively participate in USER.

3.4. A method linking transnational exchanges with local experimentations.

Concerning exchange, sharing, findings and capitalization and new knowledge production, several previous conditions are required. Concerning uses of public spaces taking different changes, uses and conflicts into account is crucial. A wide sample of "cases" and type of uses of public space should be considered. That should give sufficient and useful information enabling generalisation and systematization. The project and its partners are going to share several types of uses highlighting different kind of conflicts and dysfunctions representing different situations. A good combination between identified problems and current practices will be useful. Several cases covering de different sub-themes and the issues included in each one should be analyzed and evaluated during the project.

In the learning process a balanced integration of different types of solutions should be ensured to allow a capitalisation process. These solutions may be just elaborated or already implemented during the USERs period, but solutions so solve conflicts, public regulations and norms, public space design and daily maintenance should be included as different type of solutions. Innovative proposals are going to be fostered among the partners and outside good practices are going to be harness.

The debates and exchanges during the development phase have shown that the different sub-themes and elements within each one are usually strongly linked; therefore a real integrated perspective has to be adopted. This is a very important issue because the learning process and the knowledge production should show these linkages between causes and effects.

Within each sub-goal there are several issues and themes that should be specified taking the partners challenges into account. As it was shown in the first part of the state of the art document (Understanding USER) around 20 "indicators" of uses (conflicts, changes, insecurity, maintenance and management...) were mentioned. USER as a learning process will try to cover maximum types of changes and conflicts in the uses of public space, collecting relevant information. Thus, the project will expand its learning with more comprehensive and relevant conclusions on the topic.

USER will draw a general "starting point" where all the city partners' challenges and expected outputs will be fitted into the different sub-goals established by USER. Obviously, several issues and challenges pointed by the partner will fit different sub-goals.

At transnational level exchanges, through the thematic seminars, findings and conclusions entail an integration of existing knowledge inside and outside the network regarding the current and predominant themes on public spaces. It supposes that current practices and identified problems of each partner should be framed by different dimensions that have direct impact on the improvement of

public space uses, like ownership, privatizations processes, specific public policies (urban planning, transport, social inclusion....) master plans, public investments, etc.. USER should not lose the focus on public space avoiding focusing in the different linked dimensions. Transport is important because mobility has direct impact in public space, but USER is just going to consider just its impact in public space and not the whole transport policy.

At intermediate level the proposed "peer review process" through workshops grouping three cities each one will become a key dimension of the USER project. Cities are invited to share their own Local Action Plans comparing, analysing and capitalizing local practices with other two partner's cities. Cities will be grouped taking into account two criteria: 1) Cities sharing similar urban areas, public spaces and challenges; 2) Cities from different geographical locations along Europe: south, central, north and combination of competitiveness and convergence cities.

But as we checked along the state of the art document, a "good public space" doesn't deal only with technical procedures; it deals with political choose and the envisaged role of "the public". To approach conflicts between private and public, inclusiveness, accessibility, and safety we need political thinking. So, USERs debates and exchanges require that this kind of dilemmas should be considered.

Considering the focus and the different dimensions that are included, USER should achieve conclusions and recommendations in different areas. The experimentation at local level by each city should contribute in one way or another to several outcomes concerned with USERs theme and subthemes. As it was already mentioned, the local experimentations should contribute to the different sub-goals. These outcomes should be measured through indicators that have to be elaborated. Each city is going to define its own indicators at an early stage of the implementation phase.

A relevant dimension of the capitalization process that USER wants to consider is the impact of uses in the management and design of public spaces. One of the main assumptions of USER is that the proposed approach has to demonstrate that a better understanding of how public spaces are used and what challenges have to be faced should improve the management and daily maintenance of public spaces and reduce its costs. Likewise, this process will generate new inputs to change the way public spaces are designed.

Best practices, methodological proposals, approaches, public policy design, monitoring and evaluation systems, will be the "products" delivered by USER.

The experimentation process will follow a common itinerary in all the city partners under the coordination of the lead-expert. In this way all the local experimentations could be compared. This way a shared learning process is possible.

> **1st step: Identifying problems, conflicts and dysfunctions in the uses of a specific public space** already advanced through the partner profile document and to be developed during the first month of the project.
>
> **2nd step: Observing current uses (specifically conflictive uses).** This observation is a dynamic and continuous process, involving those users that are concerned with a specific issue. Users should be organized and their knowledge should be enhanced through participative processes, like the "collective walking observation".
>
> **3rd step: Understanding the causes of dysfunctions, conflicts and evolutions of uses.** It entails organizations of workshops, drawing rapid diagnosis and rapports, ensuring good

debate and exchange where all the stakeholders concerned with the issue should be involved, users but also managers, designers and planners.

4ᵗʰ step: Drawing and testing initial solutions to the identified problems and conflicts. The different solutions linked to different themes, conflicts and users, should entail different kind of measures and resources. They will deal with measures in different dimensions: regulations,   negotiations, lobbying, services restructuration, investments, new public services, public-private agreements.

5ᵗʰstep. Designing and planning the implementation process of identified solutions. It deals with the elaboration of the Local Action Plan and its expected outputs. Indicators of outputs achievement should be clearly defined. The LAP should be very practical including just those measures and proposals that where identified in the previous steps. It will be a roadmap to implement the foreseen and designed solutions. Some of the LAP proposal can be implemented during the USER period; others will need more time and resources. In any case, the LAP   has to become the compass for each city partner on the USER topic. This step supposes a decision making process at political level. Deciding what kind of uses, in which public spaces for what users and how to ensure the required changes, deal with a political decision.

6ᵗʰ step. Capitalisation of findings and learning's. It deals with a systematization process shared by all the members of the ULSG. It is important that as a result of this experimentation, a permanent process of preventing and managing urban changes and dysfunctions is implemented and consolidated. It deals with the sustainability of the pilot, once USERs has finished and the cycle restarts again.

Obviously, the proposed itinerary is flexible and each partner should be able to adapt the step by step process to its own reality. But the essential nature of the proposed road and its steps should be followed by all the partners. In this way USER will allow comparing, sharing and exchanging among partners that are all following a common path. Completing one step will require checking and verification if all the step goals were achieved, and that conditions to go through the next step exist.