IMAGINE YOUR CITY BLUEPRINT

Methodology for utilizing urban transformation as community building tool

„In the aftermath of an environmental, socio-economical, or sanitary crisis, we question our adaptability as individuals within a community. We thus thrive for community resilience as a means to mitigate future crises. With the population concentration happening in cities, such concerns are particularly legitimate for urban communities. "
Feinberg et al. (2020)[1]

I. INTRODUCTION

1.1. Background

The objective of this document is to provide a starting point to guide the decision-makers to make the cities/neighborhoods/localities ready for future challenges, help them to respond humanely, and be able to create inclusive places for the people who need it the most and support the belonging and social cohesion in communities.

The incentive for working on these guidelines was the experience of our own city, Košice, located in the vicinity of the Ukrainian borders (75 kilometers). Since the beginning of the war, almost one million Ukrainian refugees have crossed the Slovak-Ukrainian border, most of them traveling through the closest transport node - Košice city with 240 000 inhabitants. Most of them did not stay in the town and continued to other countries or back to Ukraine. According to official numbers, there are about 100,000 refugees registered in Slovakia. From them, around 7000 refugees remained in Košice.[2] Except for registered refugees, more than 50,000 Ukrainian citizens are studying or working in Slovakia.[3]

The refugee influx strongly affected the whole of Slovakia. During the crises was apparent that the local and state institutions were able to operate and provide the basic needs of the refugees (shelter, food, material help) for a limited time but the social aspects needed to be addressed. There are missing sustainable plans for their long-term staying and integration, which are even more challenging in times of economic crisis and trust in the public institutions.

Slovakia is long presented a meager rate of trust in public institutions. Only 21,6% of people reported having confidence in the national government, which is the lowest share among the OECD countries. [4] This problem has excessive consequences for the functioning of Slovak society at all levels (local and national) and its internal cohesion. Absent public expectations lead to apathy, resignation, and disinterest of people in public affairs. It negatively impacts the social climate in the country and tolerance. It affects also the attitudes against migrants. Even if, firstly the nation was open to helping

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[1] Arthur Feinberg, Amineh Ghorbani & Paulien M. Herder (2020) Commoning toward urban resilience: The role of trust, social cohesion, and involvement in a simulated urban commons setting, Journal of Urban Affairs,

[2] Article from local newspaper: In Košice, they are preparing for the next wave of refugees, their number is slightly increasing (28.11.2022) https://kosice.korzar.sme.sk/c/23081414/v-kosiciach-sa-pripravuju-na-dalsiu-vlnu-utecencov-ich-pocet-mierne-stupa.html

[3] https://www.iom.sk/sk/migracia/migracia-na-slovensku.html
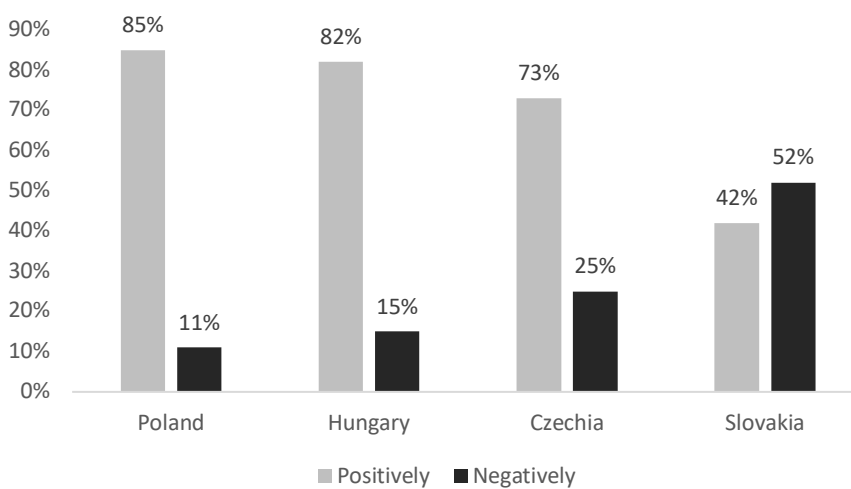
[4] https://data.oecd.org/gga/trust-in-government.htm

refugees with the time the situation has changed. , tolerance, and mutual adaptation of migrants and Slovak society.

The latest survey of Globsec from September 2022[5] about the perception of Ukrainian refugees among the Visegrad Group member states showed that Slovakia has the most significant aversion to Ukrainian refugees in the region. While most Czech Republic, Hungary, and Poland residents have a favorable opinion of people fleeing the war in Ukraine, 52% of people in Slovakia view their presence negatively. According to the survey, up to 68% of Slovaks would like to reduce all aid provided to Ukrainians. One of the key drivers of negative perceptions is the concern of the residents fearing the negative impacts of refugee aid on their own economic situation. Therefore, there is crucial to develop social cohesion interventions at all levels.

Fig.1: How do you feel about your country hosting Ukrainian refugees?

Source: Globsec (2022)

1.2. Purpose

The framework of the six month long project "Imagine your city" to build our recommendations on our pilot study but also on the summarising of best practices experienced in the humanitarian aid sector in Slovakia (for example, the project Year of Climate[6]) and the approved concepts from the scientific literature.

Our guidelines are intended mainly for the decision-makers in public administration who are directly involved in drafting the policies in emergency situations (city administrators, people in the institutions who provide temporary shelters, e.g., in schools, sports facilities, etc.). The recommendations are intended to enhance their knowledge and awareness by improving and helping to institutionalize the participatory approaches with citizens and migrants. But they are can also for other stakeholders in urban participatory processes and all active and engaged citizens.

We are focusing on building welcoming public spaces and increasing the interactions of the communities to support their social cohesion.

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[5] New report shows that the V4 population supports Ukrainian refugees with some reservations (12.12. 2022) https://www.globsec.org/what-we-do/press-releases/new-report-shows-v4-population-supports-ukrainian-refugees-some
[6] https://yearofclimate.care

Our guidelines combine the best practices from participatory planning of inclusive public spaces with the measures used for treating vulnerable groups of migrants based on documents of IOM[7].

Temporary housing is crucial for the survival of people threatened by any disaster (e.g., war or natural disasters such as earthquakes or floods). The consequences of disasters, including those caused by the climate crisis, deepen societal inequalities. In this sense, also migration became a threat to people. "*Philosopher and sociologist Bruno Latour sees migration as the most understandable threat to people's dreams of security and identity.*"[8]

Therefore, the challenge is to change the approach from providing basic housing to a comprehensive and human approach based on **care**.

It will strengthen urban resilience, which is directly linked to social cohesion and community resilience. A city without resilient communities will be highly vulnerable to disasters. "Human communities are the social and institutional components of the city, directing its activities, responding to its needs, and learning from its experience" (Kim & Lim, 2016)[9].

Community resilience means that the community can care about the most vulnerable groups.

Our project "Imagine your city" focuses on the locality of university dormitories which served as a temporary refugee shelter from March 2022 to August 2022 for almost 400 women, children, and the elderly. Even if the registered refugee left in September 2022, there are around 1000 Ukrainian students in the dormitories, and most of them can't return home for holidays. They will stay there long-term. The accommodation is not adapted to permanent living, and its low standard does not meet the UN standard of adequate housing[10]. They can't change their accommodation because they cannot afford commercial renting or housing.

The dormitories are localized in the peripheral locality of the city in the vicinity of the neighborhood with the biggest marginalized Roma community. Opposite the dormitories are residential apartment blocks, but there wasn't any interaction between the residents and people living in the dormitories.

The project's objective was to involve all present communities in the co-creation of suitable public spaces, and to re-design the peripheral urban locality through citizen engagement and impact in a positive way the tolerance and social cohesion of the area. It searched the innovative actions in public spaces focusing on NEB challenges. So the broader objective was to achieve beautiful, sustainable, and inclusive ways of living for every citizen in the locality.

The guidelines aimed to write it as practically as possible but also to present some background theory that may be advantageous for those who have not had an earlier opportunity to work on public participation issues.

So the document is divided into three parts. The first part is based on the theoretical review and comprises the basic concepts and principles. The second part summarizes the basic steps needed to organize to achieve citizen engagement. In the last part are conclusions and recommendations.

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[7] International Organization for Migration (IOM) https://www.iom.int/migrant-integration-and-social-cohesion

[8] City, (Climate) Refugees and Architecture (2022) https://yearofclimate.care/en/articles/city-climate-refugees-and-architecture

[9] Kim, D., & Lim, U. (2016). Urban resilience in climate change adaptation: A conceptual framework. Sustainability, 8(405), 17

[10] https://www.ohchr.org/sites/default/files/Documents/Publications/FS21_rev_1_Housing_en.pdf

II. CONCEPTS

The participatory approach is widely recognized as a basic operational principle for sustainable and inclusive local development. The processes of co-production and collective governance became the drivers of urban resilience. In our guidelines, we need to go further and introduce a sensitive participatory approach, which presents the principle of care and gender mainstreaming into daily community interactions.

The Care

Philosophically the concept of care is derived from the ethics of care. It places the "phenomenon of care at the center of ethical reflection. " It claims that "human existence is characterized by all kinds of (in)formal care which are as undervalued as necessary for the well-being of human beings. A realistic view shows caring and being cared for as an activity that is vital for any living together ".[11]

The topic of care is starting to be addressed in urban planning and emergency architecture. The professionals from architecture, urbanism, and art cooperated for example under Climate Care Academy in Slovakia in 2022.[12] The result of their work was the demand for new layers of care, helping all people (in migrant and host communities) feel safe without associating one's sense of safety with identity-based belonging.

The practical implementation of the principle of care in the humanitarian sector is the example of using the Shigeru Ban's Paper Partition System[13]. The Japanese architecture and ambassador of NEB developed the solution in 1994 and implemented it to help people displaced by the genocide in Rwanda and later in Japan after the earthquake and tsunami in 2011. Emergency shelters are often situated in large spaces, which are accessible immediately but are overcrowded and with a lack of privacy. The paper partition system enables an emergency housing solution that uses thick paper rolls and textile curtains. It creates habitable private "cells" in open spaces. The system is simply in building, low-cost, modular, and flexible. Slovakia was used in asylum centres in Bratislava and Košice in 2022.

Emergency shelter in Bratislava 2022[14]

[11] https://ethicsofcare.org/care-ethics/
[12] https://yearofclimate.care/en/articles/city-climate-refugees-and-architecture
[13] https://arquitecturaviva.com/works/sistema-de-particion-de-papel-4
[14] Shigeru Ban and VAN Install Paper Partition Systems in Emergency Shelters for Ukrainian Refugees (21.4.2022) https://www.archdaily.com/980533/shigeru-ban-and-van-install-paper-partition-systems-in-emergency-shelters-for-ukrainian-refugees

Gender-sensitive approach

The gender-sensitive approach is based on understanding gender differences in how men and women perceive and experience reality. It incorporates their different opinions, concerns, needs, and priorities in the design of activities.

Gender-sensitive planning broadly is a planning culture that explores the specificity of spaces (locations) and the needs of different groups using those locations. It is based on the principles of gender mainstreaming that takes into account the needs of people usually overlooked in policy decisions and planning. In gender-responsive urban planning are followed the, criteria such as where people live and work, their mobility patterns, disposable time, and economic resources. This help to effectively define the needs and living situations of different groups of people.

An inspirational document on the topic was elaborated by the City of Vienna, which published a manual on gender mainstreaming: "*Gender mainstreaming made easy. Practical advice for more gender equality in the Vienna City Administration* "[15].

Ukrainian migrants mainly were women with children and the elderly. Therefore, we recommend including an experienced expert in a team for a gender-sensitive approach and take care of gender-balanced teams of facilitators who will access the people.

Inclusive spaces

One of the key goals is to ensure equal access, allowing everyone who visits the spaces to do so with comfort and convenience. The requirement for inclusivity means that areas should be public-centered, meeting the needs of people staying there and allowing everybody to be included. An inclusive public space should enable people to feel both physically welcomed and psychologically included; visitors should perceive their presence in a public space as both a physical and emotional experience.

But there is also critical discourse about participation, which is discussed Ferilli et al. (2016)[16] in the paper Beyond the rhetoric of participation: New challenges and prospects for inclusive urban regeneration. The authors state: "(…) *participatory planning sits today in the middle of a dangerous junction. On the one side, we have a powerful push from minorities and marginalized communities to let their voice be heard and their narratives and representations are accepted as legitimate and relevant. On the other side, we witness a difficulty in making space for a genuinely inclusive public discourse on urban development and regeneration when the main drivers of such processes are primarily in the hands of powerful elites focused on their particular interests. "*

To overcome the limits of general participation, there is a need to test new possibilities for more effective and sustainable forms of participation using innovative tools such as social storytelling, community informatics, and public relational art. Authors also encourage fully exploiting the new opportunities laid down by the hyper-connected nature of today's hybrid, digital-physical public space. Especially promising for supporting a cohesive community can be the involvement of the local artists and cultural professionals who are taking diversity as a primary source of their work.

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[15] Manual is avaliable at https://www.wien.gv.at/english/administration/gendermainstreaming/principles/manual.html

[16] Ferilli, G.; Sacco, P.L.; Blessi, G.T. (2016) Beyond the rhetoric of participation: New challenges and prospects for inclusive urban regeneration, City, Culture and Society, 7/2, 2016, Pages 95-100, ISSN 1877-9166,

Participation and collaboration

Participatory planning lies at the core of good public governance incorporating co-creation and co-building with all local community members who wish to participate.

The activities should be developed in collaboration with all relevant stakeholders as a tool for initiating participation and democratic processes in our communities.

The participation methods enable the development of ideas and events to promote an inclusive environment in the neighborhood. The co-creation can allow institutions and participants to work together to improve the experience and enhance the ability to act together. It brings a positive influence on the design, process, and implementation of the co-production. Also, it improves an individual's relationships, experiences, and/or the ability to modify the activity to meet their preferences.

The manual will later present various methods for designing participatory spaces, which will mobilize our communities, help reach different target groups of citizens more effectively and encourage them to participate together to bring positive social change.

Participation and collaboration help to avoid conflicts between different groups and enable involving of marginalized groups of citizens.

Sustainable and healthy places

The common objective should be to co-design sustainable and healthy public spaces that will be supported by restorative materials and support the long-term use of the area.

Accessibility

Accessibility is associated with the connectivity of the physical space. Among migrants are also people with disabilities and the elderly, so the accessibility of facilities and physical spaces has become increasingly important. Facilities for refugees should be located in areas that are easily accessible by all means of urban mobility, primarily by public transport or bicycles. Still, practical access should also be provided for pedestrians and wheelchair users.

A recent study by the University of Washington has outlined the principles for the universal design of inclusive learning spaces (UW, 2020). Universal design means that facilities and services should be designed to meet the needs of people with a broad range of abilities, ages, learning styles, languages, cultures, and other characteristics rather than for some hypothetical "average user". Designers should consider the fact that students, staff, citizens, and visitors may have specific features that, while not strictly defined as disabilities, may nonetheless limit their ability to access physical spaces or information, for example, people who are short, tall, poor readers, left-handed or speak a different language. (UW, 2020) The essential requirement of universal design is that designers should make sure that everyone (UW, 2020):

• feels welcome,
• can access facilities and maneuver within them,
• can fully benefit from the available resources
• can make use of equipment and software.

Multi-stakeholder approach

A multi-stakeholder approach is fundamentally about participatory decision-making and information sharing at the local level. Key stakeholders should be represented and decide what issues to focus on and actions to take. The multistakeholder model consists of a discussion involving representation from all interested sectors, communities and experts e.g., relevant NGOs, decision makers but also informal groups of citizens operating in the field.

A good example is a community-based adaptation to climate change. "Where community-level actions can be mainstreamed into, and supported by, city-level planning mechanisms, this creates the potential for more effective risk reduction while building capacity, devolving authority to the community level, enhancing governance and accountability. "[17] (Archer et al., 2014)

III. Process of participatory planning of suitable spaces for resilient community

Participation helps to reflect the needs and views of the locality users. It improves the quality and efficiency of decisions drawing on local knowledge and reduces unnecessary conflicts (UN, 2014).[18] It expands the capacities of involved people as they learn to express their attitudes, communicate and negotiate.

In our pilot project, we consider genuine participation as a process of developing a community's capacities to identify its needs and then generate proposals and initiatives to improve its spaces. The users had the opportunity to share their expertise and bring attention to difficulties they face in the locality. They were encouraged to design together suitable public spaces in several generic steps.

Participation is a gradual process that takes place in a cycle: planning, implementing, evaluating, followed again by a new stage of planning. Think about it, the process is place-based, reflecting the specifics of the community and locality. The detailed action should reflect it and depends on the available resources (time, human capacity, financial and material capacity).
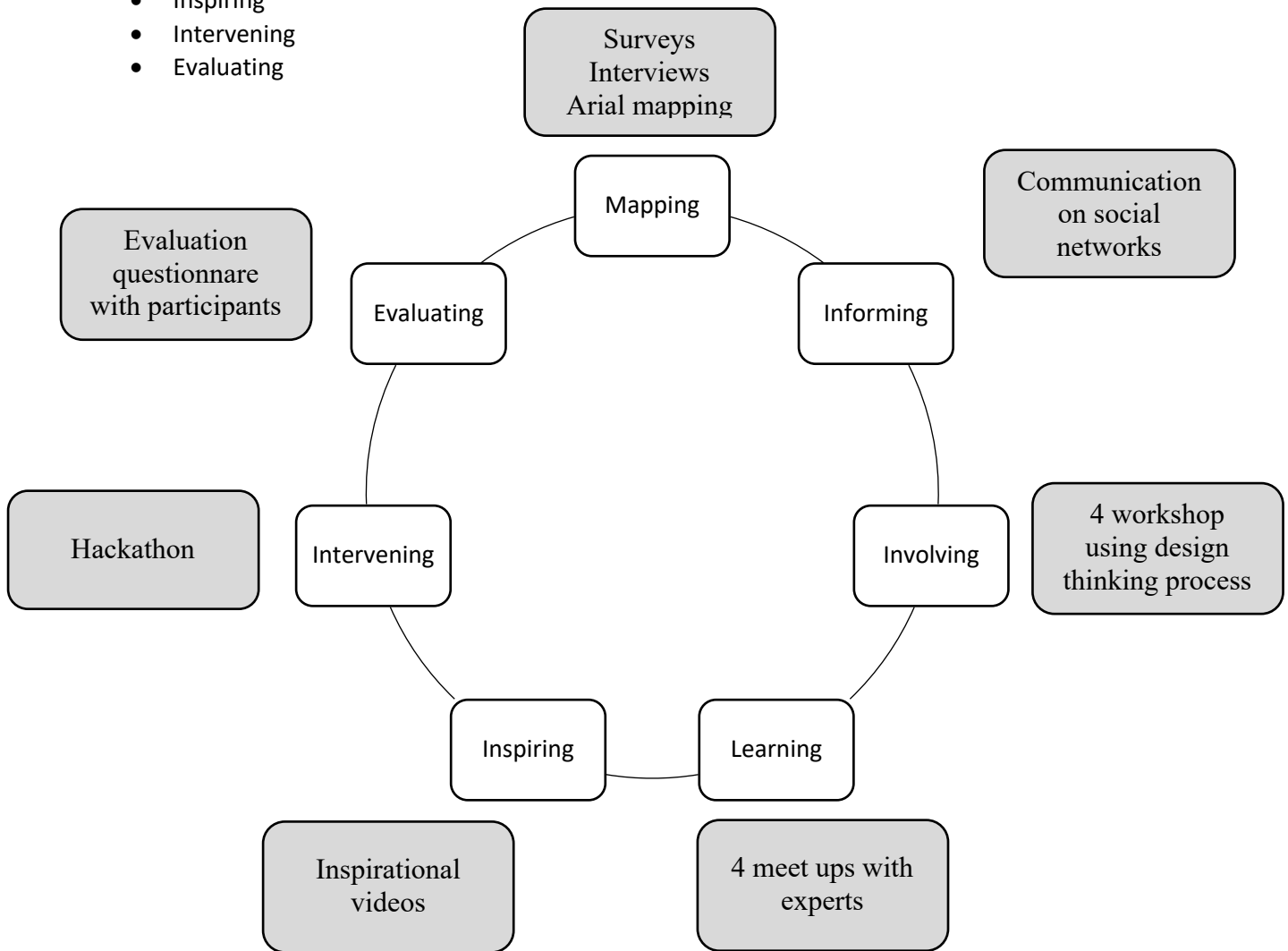
The project activities were designed to take place in the Jedlikova dormitory of the Technical University of Kosice, where Ukrainian war refugees, local students, and residents use the public space in and around the dormitory but have little interaction.

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[18] UN HABITAT (2014) Guidelines for Public Participation in Spatial Planning.

Our methodology approach was based on the following dimensions:

- Mapping
- Informing
- Involving
- Learning
- Inspiring
- Intervening
- Evaluating

THE APPROACH

The methodology was developed following the objectives of the project and its goals while at the same time reflecting the core values and principles of the New European Bauhaus Initiative (NEB).

WHAT IS THE NEW EUROPEAN BAUHAUS?

The New European Bauhaus is a creative and interdisciplinary initiative of EU President Ursula von der Leyen that is a practical tool for the implementation of the European Green Deal, an EU framework for overcoming climate change and environmental degradation.

The New European Bauhaus initiative calls on all of us t**o imagine and build together a sustainable and inclusive future** based on practices, places, and experiences that are:

- **Enriching**, inspired by art and culture, responding to needs beyond functionality.
- **Sustainable**, in harmony with nature, the environment, and our planet.
- **Inclusive**, encouraging a dialogue across cultures, disciplines, genders and ages.

Our project builds on core NEB principles and values:

- **Together:** site-specific interventions are co-designed by the community that uses the space the most
- **Beautiful:** project re-designs the space to be functional, and relevant
- **Sustainable:** project re-design the space to meet environmental standards
- **Multilevel:** project engages various stakeholders (citizens, artists, University, businesses, city)
- **Transdisciplinary:** project fosters cross-sectoral cooperation
- **Participatory:** project uses as methodology co-creation, peer-to-peer sharing and action learning

WHY THE METHODOLOGY?

Overall, the activities has following objectives:

- Connect local citizens with war refugees to build a more resilient community through the utilization of the participative process of co-designing public space (NEB challenge: re-gaining the sense of community and co-designing of the public realm).
- Connect citizens, businesses, and the city to work together with citizens in finding sustainable, aesthetic, and democratic solutions for public spaces (NEB challenge: re-gaining the sense of community)
- Inform residents on future challenges due to climate change and a green transition, and the concept of active citizenships (NEB challenge: social and education activities about NEB)
- Provide the city administration with data, tested methodologies, piloted solutions, and policy recommendations to understand better needs of their citizens, make more informed decisions and prepare for future integration challenges (NEB challenge: co-designing the public realm)
- Co-develop and test solutions scalable and replicable across Europe (NEB challenge: co-designing the public realm)

The project chose to implement site-specific interventions (objects, murals, video mapping, lights, re-design) in a concrete public space – a neglected student dormitory in Kosice used as the temporary refugee shelter and its vicinity. Interventions are co-designed by the community that uses premises the most (NEB value: together) during participative workshops facilitated by experts engaged in NEB, sustainability, and cohesion. The co-created solutions are then upscaled by businesses to become replicable. The project re-designs the space to be functional and relevant (NEB value: beautiful) and meet environmental standards (NEB value: sustainable). The project engages various stakeholders (citizens, artists, universities, businesses, city) (NEB principle: multilevel) and fosters cross-sectoral cooperation (NEB principle: transdisciplinary). Using co-creation, peer-to-peer sharing, and action learning (NEB principle: participatory) projects helps build a more cohesive and resilient community.

Project activities are based on the needs of the main target groups – local citizens and refugees, urging for a more functional, inclusive, green, and beautiful public space in their neighborhood. The solutions are then scaled up to become business-ready products/services for the whole city, meeting the needs of businesses to create new value while utilizing it for the public good. Another target group (city

administration) is provided with policy strategy, data (impact analyses), and prototyped solutions for the community integration process.

Project activities are in line with another CIKE project, Kosice 2.0, which sets up educational and engagement activities for public officers and citizens to make city policies more data-based and participatory while at the same time informing the citizens on skills needed and values of active citizenship.

Imagine Your City project connects research, business, and education (Knowledge Triangle) through workshops and meetups that provide citizens, artists, city officials, and entrepreneurs with an opportunity to understand the needs, map state of the art, co-design together the solution, upscale the solution to become a replicable prototype and present it to the city administration, accompanied with impact and benefit analyses.

MAPPING

Mapping is an essential part of the process with the objective of understanding who the people are and understanding the locality.

Understanding of the target groups

Who are the people? What are their life situations and the needs resulting from them? Who are the arriving refugees? Who are the people in the locality where the intervention happens? What are the specific needs of particular groups?

Firstly, it's essential to understand the specifics of your target group and their socio-demographic structure, which is closely linked to their specific needs.

By designing participatory processes, you should consider appropriate ways of involving all these groups. To help interconnect different communities, it is crucial to respect that people are living in other economic conditions, which also shape the location where they live in the city and their motivations and interest to participate in community development. We need to take it into account and preserve the principle of inclusiveness.

Understanding the specific needs is possible at the primary level according to the primary division of the public. Here we list the basic features of some target groups and their needs for locality[19]:

- *children up to 6 years*
  - They need spaces that are closely intertwined with their caregivers. For the quality of their everyday life, they need easily accessible playgrounds and open public spaces. If there is a lack of open areas or playgrounds, caregivers require more time to ensure children have a good time outdoors, which is crucial for their physical and mental health.

- *children 6-12 years*
  - They need good accessible school infrastructure by public transport, bike, or pedestrians.
- *teenagers 13-19 years*

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[19] How to understand a city and its people. Metropolitan Institute of Bratislava (2021)

- o Essential to respect gender differences by spending of their leisure time
- *men and women of productive age*
  - o This group is very heterogeneous and can primarily be divided by occupation, lifestyle, position in the family, type of family (with or without children), or economic responsibilities. For example, care about children, seniors, shopping, …
- *seniors*
  - o Many times they have decreased motor skills and deteriorated health. Therefore the barrier free-design is essential for them to, they need access to social services and close open public spaces to spend time outdoors.
- *migrants*
  - o Due to the language barrier, low social capital and the need for more information about the functioning of the local institutions, they often face various barriers that hinder their integration into society. Therefore, it is essential to translate all possible information into their native language. Useful is to cooperate with formal or informal groups of people of the same nation and involve foreigners actively in cultural events to overcome initial isolation.
- disabled people
  - o Inclusive design should reflect the needs of disabled people (e.g. barrier-free).

> In our project among Ukrainian refugees, they were mainly women with children and the elderly. To help these people to involve in participation means to respect the following:
> - do not organize meetings late at night, as older people are more active during the day, and mothers can't leave their children alone,
> - enable to participate also mothers by preparing some activities for the children,
> - to choose the locality for the activity, which is quickly and safely accessible (by public transport),
> - Don't use only online methods because the older generation usually does not actively use the online environment or may have limited access.

In engaging the public, we don't consider only the socio-economic perspective, but we have to look also at the degree to which it is organized. Organised groups of citizens can be a critical intermediary contact with the broader public in the locality.

The primary division of the public according to the degree of the organization:[20]

- Not organized: individuals or groups of people who are cooperating only short-term for the common purpose (e.g., short term initiatives that helped the refugees at the early beginning)
- Organized:
  - o Formal or informal long-term operating groups of citizens,
  - o NGOs, professional associations
  - o Experts….

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[20] How to understand a city and its people. Metropolitan Institute of Bratislava (2021)

Who are the stakeholders in your project? Which groups of communities, users of the locality, owners of the facilities, NGOs, engaged citizens? Could you involve experts in relevant fields (architects, sociologist, community workers etc.?

> In our project we worked with following groups of communities:
> - Slovak students
> - Ukranian students
> - Ukranian refugees
> - Slovak residents living in the vicinity of the dormitory
> - Residents from the city interested in the project
> - People from the university
> - Experts - architects

The generic ways of getting information about the target groups is to ask them. To get deeper insights it is effective firstly to conduct the interviews with some representatives of the target groups to understand issues they are dealing with. The information from interviews help to design valid questionnaire survey to collect reliable information about attitudes and needs of the target groups. Using questionnaire, you can easily engage plenty of people and collect the information form relatively big sample of respondents. It can help to create stronger arguments for decision makers.

The surveys and interviews with users of the public space is also efficient way how to communicate the goals and activities of the project with public, addressing the issues of exclusion and division among communities that use the area daily. At the end of the questionnaire you can ask people if they want to leave the email address to share with them more information.

Our mapping of the target groups was based on two tools:
1. Interviews (in person) with the stakeholders:
- Slovak and Ukrainian students, the representatives of the Student Council at the dormitory
- university representatives – the director of the dormitory, the head of accommodation services at the dormitory, the head of cultural services at the dormitory
- residents living in the locality
- Ukrainian refugees who used to stay in the dormitory

2. Questionnaire survey (online and onsite) with three groups of stakeholders
- students (188 respondents in total)
- residents (79 respondents in total, on-line and on-site)
- refugees (54 respondents in total)

The interviews were conducted with the objective of collecting initial data about the locality and the perceptions of the stakeholder. We asked stakeholders about their experiences with the locality, how they feel in different spots and what they see as crucial challenges in regard to the public space and space usability and inclusiveness.

After the interviews the questionnaire was designed to engage more people and give them the opportunity to express their attitudes, to collect more information about locality perceptions and test the inputs gained in the interviews.

The main topics in the questionnaire were:
- Transportation to/on the area
- Problems affecting the area
- The evaluation of different features of public space
- The needs of the respondents in the area
- Community interactions in the area (with residents, students and refugees)

By dissemination of the questionnaire ask for help the stakeholders, organisations and communities who are in touch with the target groups (e.g. organisations who care about refugees).

To engage citizens is useful to ask for cooperation the local authorities and publish it e.g. at its webpage and social networks.

To have a representative sample of respondents you need to ensure the sufficient access of it for all groups. Therefore, is strongly recommended to organise survey also on site at the street to reach e.g elderly people.

The design of the questionnaire needs to be short and clear, avoiding complicated or ambiguous formulations. Try to cooperate with the expert in field (e.g, social scientist from the local university) and organise the pilot testing with some people from target group before starting the survey.

The language needs to be gender-inclusive[21] and for the foreigners translated into their native language.

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[21] https://www.un.org/en/gender-inclusive-language/guidelines.shtml

It usually takes around 4 weeks to prepare the survey, at least 2 weeks to collect the data and 2-4 weeks to analyse them.[22]

> Our student's survey was conducted exclusively online with the assistance of the Student Council at the dormitory. The call for participation was published at the webpage of the dormitory and posted in the dormitory group at social network.
>
> The survey of residents was conducted online on social networks and in person on site during September. On site we also conducted additional interviews with passers-by. The interviews were conducted by students and project partner staff with the appropriate expertise and experience in the matter and methodology (social scientists).
>
> Various groups of citizens were interviewed (male, female, elderly people, middle-aged people, mothers at maternity leave, and people with dogs). We asked them also about their experience with Ukrainian refugees and about their personal connections

Photo: Responding people during the survey

Understanding of the locality

Spatial mapping includes exploring spatial relations in the area, physical obstructions, and surfaces, to have a better understanding of the flow of people inside the area and also from area to surrounding areas.

You have to think about the basic characteristics of the locality from the perspectives of accessibility, safety, diversity and amenities.

Picture: Working with the map of physical surfaces at the locality

Photo: CIKE

Because the conventional participatory methods may not be inclusive enough observation of the daily behaviour of the target groups can help to gather comprehensive information. You can also observe how different groups of people are using the space (we did it during one of our urban walks) and derive from this observation the patterns of their behaviour and identify what needs to be changed. With the help of social scientists is helpful to observe the appearance, movement, activities, interaction with others, and use of space of the target group

This kind of "behavioural mapping" can be either place-based or individual-based, depending on whether the focus of observation is to identify locational or temporal patterns of behaviours.[23] Useful are also the feelings maps where people can express their feelings about the space or locality.

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[23] Fan Ng, Ch. 2016. Behavioral Mapping and Tracking in Gifford, R. Research Methods for Environmental Psychology https://onlinelibrary.wiley.com/doi/10.1002/9781119162124.ch3

INFORMING

Goal-oriented and comprehensible information is intended to enable a two-way dialogue, particularly at the initial stage of the process with the possibility of feedback and mutual fairness. If we do not inform the public sufficiently about the process and our intentions, we could not expect relevant and meaningful response.

The communication needs to be transparent, clear and using different channels to reach all target groups.

How to distribute the information about the activity effectively? Have all stakeholders been informed in advance? Have the results of the activity been distributed to the participants? Can the design of the communication help to raise the interest of the people?

Picture: Visual communication of the activities Imagine your city

Source: CIKE

STEP 3

INVOLVING

Surveys, interviews, spatial mapping needs to be done before the first workshop. Based on data findings and analyses, the participative co-creation methodology and content for the workshops, where the target groups are involved, are fine-tuned and implemented.

Every workshop has design thinking structure, which is flexible towards participants. At workshops we are working in several groups, participants per group is 4-5.
First part of each workshop - brainstorming phase - has three levels - addressing global challenges, local challenges and direct challenges which relates to particular place that we are going to work on/with. This phase is crucial for harmonizing the communication between participants in meaning of

terms and vocabulary, who understand what under terms and words. This phase also serves for collection early ideas and topics which will be useful in later phases.

Second part of workshop - design phase - has three levels - brainstorming, analysis, synthesis/proposal. It serves to narrowing down ideas from first phase, to analyse them for next use and to gather them in fewer bigger ideas. This phase is important for participants to verbalize their views and ideas and to listen to views and ideas of others.

Break for lunch is equally important part of the workshop. Participants, who did not know each other before workshop are now one team that share food and informal talks between the workshop phases.

Third part of workshop - presentation phase - has three levels - presentation of idea + feedback, finalising the idea, final presentation. In third phase participants are changing the language of their ideas from written text and spoken word into visual proposal. Main goal of this level is to show translingual change, how it affects ideas and tools that participants usually use for communication.

Every group has limited time for preparing the presentation, limited time to present their proposal (2 minutes), and after feedback/Q&As from the rest of participants from other groups, every group have again limited time to enhance and improve their proposal for the final presentation.

> In our case, we created safe space for people from Ukraine to be in conversation with locals, to improve their connection to the community and improve their language skills.
> In workshops, we mixed groups of Slovak and Ukrainian students of economics and students of architecture and design, local residents and people from Ukraine and representatives of dormitory council.
> The workshops were organised on Saturday to allow to attend also working people and

First workshop

The content of the workshops followed the phases of design thinking process:
- Empathizing about the needs, which characteristics of good public spaces are needed for different groups of people (citizens, students and refugees)

- Defining the problems in the locality and urban walk
- Ideating the solutions
- Prototyping

During the workshops, it is important to achieve open and productive discussions with representatives of all target groups. A key problem could be how to achieve that people from vulnerable groups will come to the activities. The crucial part is to create a safe and trustful atmosphere.

It can help to coordinate activities with fieldworkers and NGOs who can facilitate contact with vulnerable groups and so to create a communication channel that is safe, easy to reach and trustfully.

Sometimes it´s difficult to communicate the objectives of design thinking workshops easily to the broader public who hasn´t had previous experience with the approach. Try to invite to the workshops with clear information posters, a varied programme for both adults and children, formulate clear objectives and rules, and prepare simple refreshments thus attract not only the neighbourhood community but also people from vulnerable communities. Ask about the expectations of the people involved and let's let them know in advance that different people will be taking part in the activities.

Learning

An additional part of the process could be discovering best practices from other cities, gathering knowledge and increasing motivation.

Another objective is to inform local residents about future challenges due to climate change and a green transition, and the concept of active citizenships (NEB challenge: social and education activities about NEB). This objective can be achieved, through meetup activities, that will provide stakeholders and communities with knowledge and expertise on the issues of NEB. At meetups try to invite inspirational people who can frankly speak about their experiences, solutions which worked in their environment and challenges.

In our case, we organised four meet-ups with inspiring architects, urbanists and activists:
Irakli Eristavi, Slovak architect who led the transformation of the old military barracks in Košice to Cultural and Creative Hub during European Capital of Culture. He presented the conceptual framework of good public spaces.
Czech Architect **Osamu Okamura** is an expert in participative urban planning. He organised during his meetup an urban walk and observations with participants.
Ilona Rozehnalová Ostrava patriot from Czechia, director of the Ornamental Association for Beautiful Ostrava and also the antiquarian and club Fiducia. She is involved in issues of city development, and participatory transformation of the city.
Martyna Obarska is a cultural studies scientist, deputy editor-in-chief of "Magazyn Miasta", lecturer (SWPS University, IBPP), co-founder of the SAS School of Community Architecture from Warsaw, Poland. She presented the most influential results from participatory urban planning in Polish cities.

Photo from project's meetup – work on site   Photo from hackathon

INTERVENTION

To connect artists, businesses, and the city to work together with citizens in finding sustainable, aesthetic and democratic solutions for public spaces is convenient to organise a hackathon.

At a hackathon, groups of people within a community or business come together, in teams, to either solve a specific problem or innovate on a central theme. These events usually aim to create a proof of concept or working plan within a set time.

One of the main activities we have tested during this process was the hackathon, that was organized at the project's end. Before this, the project team defined the hackathon challenge based on the central issues and possible solutions for the public space as defined by workshop participants. The hackathon challenge was described as looking for a prototype of a manual, product, service, or another platform that will make accessible participatory and planning procedures by municipalities so that they can better address demands on the quality of public spaces by stakeholders of those spaces. An open call was announced for teams to apply, with defined rules for the hackathon and prize money. For one day creative process, facilitated by mentors, they have developed prototypes of possible solutions to the hackathon challenge and presented them to the hackathon jury made of representatives of the city of Kosice.

Ideas, suggestions, debates, and presentations of all workshop groups and participants were summarized after the last workshop by project partners and defined as hackathon challenges. This summary was communicated to the potential hackathon teams in the form of issues, challenges, and results expected to be prototyped during the hackathon. Using this approach, the project established a direct correlation between prototyped solutions for inclusive public spaces and the needs and perceptions of the stakeholders (residents, refugees, and students) that form the community using those public spaces the most. All prototyped solutions during the hackathon were then presented to the jury made of representatives of Kosice city administration, thus informing them about issues local stakeholders perceive as the most urgent to be addressed in city's urban planning. In this way, the project fostered community building on a meta-level: not (only) by facilitating establishing direct links among various community members (as in workshops and meetups) but by presenting the views and needs of the residents to the city officials in the forms of urban challenges in Kosice.

The aim to connect citizens, businesses, and the city to work together in finding sustainable, aesthetic, and democratic solutions for public spaces (NEB challenge: re-gaining the sense of community) was achieved by organizing a hackathon that used summarized priorities of public space users

(stakeholders: residents, war refugees, and local students) as a challenge set for the teams of business creatives (coders, architects, activists, web developers, urban planners, etc.) to develop products, services, manuals, methodologies and other tools in the form of prototype-ready presentations and then presented to a jury with members of city policymakers on board as solutions ready to be further elaborated and used by the city administration. The jury Q&A after the teams' presentations, as well as the debate after the prize ceremony, opened the space for both citizens and city representatives to understand the better point of view of all sides and explore the potentials and limits of participative urban planning processes in the city of Kosice.

EVALUATING

Have all participants have to get the chance to give their feedback on all activities? Have the decision makers got the results and the chance to feedback to them? Have the constraints and challenges in the participation of target groups been identified?

An effective way to collect feedback is the anonymous questionnaire survey at the end of every activity.

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Evaluation questionnaire

1. How satisfied were you with the content of the event you attended?
Please rate the grade as in school, 1=very satisfied, 5=totally dissatisfied, 6=did not attend

2. What were the biggest benefits of the events for you?

4. Before attending our activities, had you ever worked with other communities in the city to create public spaces?
For example with neighbours where you live or others
- Yes, many times, - Only once, - Never yet

5. Have you gained the following benefits from the events?
1=definitely yes, 5=definitely no
- I learned new knowledge about public spaces
- I learned how the participatory planning process for public spaces works
- I have gained a better understanding of how to get involved in the creation of public spaces in the city
- I was inspired by stories from other cities
- I felt motivated to get more involved in this area
- I met new people
- I worked with new people from other communities
- I stayed in touch with some people from the activities

6. Please rate the extent to which the following statements are true for you
1= Definitely yes, 2=Somewhat yes, 3=Also yes, 4=Neither yes nor no, Rather no, 5=Definitely no
- I started to notice more the public spaces in Jedlíková/ in the city of Košice
- I am starting to think more about sustainability in public spaces
- I am noticing more the aesthetics of public spaces
- I am thinking more about the coexistence of different communities (e.g. residents, students in dormitories, Slovak residents and Ukrainian refugees in the city)
- I am thinking more about how to involve different groups of residents (e.g. elderly, children, other nationalities, ...)
- I am thinking more about how to communicate and connect with people from other communities
- I am thinking more about how to engage with Ukrainian residents of the city (students, refugees,...)

7. Try to think that if you had not attended the event, how else would you have spent your time that day?
- I would probably have done something more useful
- I probably would have done something similarly useful
- I probably wouldn't have done anything more useful, it was time well spent.

8. Would you participate in a similar type of event in the future? 1= definitely yes, 5= definitely no

9. If there is anything else you would like to add, here is a space to do so (e.g. What did you not like about the events, what would you suggest doing differently in the future? or anything else:)

What is your age

Gender
- Female, - Male, - Other

Nationality
- Slovak, - Ukrainian, - Other

What do you do?
- I am an employee/businessman
- I am on maternity leave
- I am retired
- I am a student at TUKE
- I am a student at another school
- I am refugee from Ukraine
- other

Thank you!

The project end feedback evaluation brought valuable insight for upscaling and replicability of the methodology. It showed that designed solutions, tested methodologies, and produced outcomes are limited in scale (number of participants – 63 in a total of all workshops, 61 in a total of all meetups, and 16 in a total of the hackathon event), social and economic background (Eastern Slovakia, Eastern Europe, predominantly Ukrainian refugees and students – in total around 60% of all participants, minimal participation of the residents (around 10% of all participants), participants predominantly women, predominantly younger population – 75% of all participants were among 19 and 39 years old), and time frame for testing and tuning the implemented approaches (only 6-months long project period). Therefore, the impact and all outcomes should take as a pilot/prototype of possible methodologies and activities that should be tested and fine-tuned further.

On the community level, the impact was visible. Based on the final evaluation survey, more than 66% of the participants of the project activities have never before collaborated with their neighbors and other communities on any issue dealing with the public space they all use, with 25% collaborating before only on one occasion. About 75% of the participants realized how to become part of the participative process in city planning thanks to the project activities, with 74% feeling motivated to participate as active citizens in the other participative approach in the city. More than 84% got to know new people and engaged with them during the project activities, while almost 42% of the participants stayed in contact with them after the project activities / made permanent new contacts. Around 75% of the participants said they would think more about engaging other communities in different participative processes in their neighborhood and the city. More than 83% of the participants would participate in similar activities to those organized by this project.

IV. Lessons learned

The main recommendations are as follows:

- Ownership of the participative process of co-creation of public spaces is vital for all citizens/residents
- Accessibility of the public space is the most critical issue for all citizens/residents
- Co-decision mechanisms are an essential tool for reducing tensions between the Ukrainian community and the local community
- Allocating the human resources to this mechanism is of crucial importance – a specific person(s), qualified and trained by the experts on intercultural dialogues, should be appointed by the local authorities in this context
- cooperation with organizations in the field (e.g., NGOs) is crucial for the success of any initiative to reduce tensions/build more cohesive communities
- All communities need space for dialogue and deliberation
- Careful planning and involvement of all stakeholders is the critical activity of all cohesion-building initiatives by the local authorities, including detailed mapping of the needs, carefully and using sensitive language
- Not just caring about the biological needs of refugees bud also about their social
- Communicate extensively
- Understand the target groups
- Identify the level of planned participation
- Develop a detailed activity plan
- Map the space/locality
- Evaluate carefully – every after activity
- The implementation period must be longer – 6 months is not enough to engage the target groups and all the stakeholders and to implement all needed activities so that the impact can be relevant.
- Missing ownership: a challenge to engage all different communities. This needs to be approached by adding additional stakeholders – local NGOs and organizations in direct contact with other communities and including them in the project. Also, experts in intercultural dialogue must be included in the activities' methodology development and preparation phase.
- Based on active ownership of the methodology, all stakeholders should be engaged in the communication campaign, which has to be long and aggressive but also sensitive in language, key messages, and approach strategies. Peer-to-peer communication is vital for approaching all target groups on a large scale, which is needed for collective impact to be relevant in scope.
- Methodology upscale: the need for solid gamification of the whole approach. Gamification is crucial for maintaining the participants' interest during the activities period. Hence, attendance numbers stay as strong at the activities' end as they are at the beginning of the process. Gamification is seen as the only truly effective and inclusive way (opposite of, for example, workshops and meetup participation fees) to maintain stakeholders' and target groups' engagement and interest throughout the process. Also, it can be an essential factor in the communication campaign of the activities and the methodology.
- Activities design – workshops and meetups schedule has to be planned carefully, with enough distance between them to provide space for reflection, but at the same time not too long, so that participants lose their interest. The best timeframe is every week (one workshop per

week), with meetups a day before or after the workshops on the same day and possibly with more stages of the workshop's activities and content.

- The local policymakers/city administration should be part of the process during all phases. Communication with them has to be extensive, and strategies should be developed to engage them as activity participants at all times. This is very important so that the impact of the methodology and activities reached in the communities can be replicated on the policy decision-making level.

General/technical issues/challenges to be aware of:
- Accessibility of the venue where the activities take part
- Particular communication strategies for male stakeholders, as they tend not to engage
- Development of a detailed activity plan well in advance
- Careful evaluation is needed after every activity so that fine-tuning is made possible on the go