University of Stavanger

Title:

Developing inclusive neighborhood centers

Citizen participation processes in municipal planning

Picture of Strand (2021)

Master Thesis
Department of Media and Social Sciences
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Sammendrag

Medvirkningsmetoder i kommunale planprosesser er sentrale for å skape et inkluderende og bærekraftig samfunn. Strand kommune er i gang med kommunesplanens arealdel for 2023-2035, der de har satt som mål å utvikle et nabolagssentrum i hvert befolket nabolag. Et nabolagssentrum er i denne sammenheng det geografiske området som kommunen definerer som sentrum i et gitt nabolag. Denne oppgaven gir innsikt for kommuner og arealplanleggere om utvikling av nabolagssentrum ved bruk av kvalitative og kvantitative forskningsmetoder. Det ble gjennomført åtte gruppeintervjuer med lokale råd, organisasjoner og underrepresenterte eller sårbare grupper om nabolagsutvikling, og det ble gjennomført en spørreundersøkelse blant allmennheten som en form for innbyggermedvirkning. Funnene diskuteres i sammenheng med opplevd tilgjengelighet, sosial eksklusjonsteori og kommunale planprosesser. Noen av hovedfunnene er at innbyggere med begrensede mobilitetsevner har størst behov for nabolagssentrum samtidig som denne gruppen er de mest sannsynlige brukerne av fremtidige naboalgssentrum.

Abstract

Citizen participation methods in municipal planning processes are central to creating an inclusive and sustainable society. Strand municipality is undergoing the process of creating a spatial plan for 2023-2035, in which they have set a goal to develop a neighborhood center in every populated neighborhood. A *neighborhood center,* in this context, is the geographical area that the municipality defines as the center of a given neighborhood, as opposed to locality-based service centers. This thesis provides insights for municipalities and spatial planners on developing neighborhood centers using qualitative and quantitative research methods. It draws on eight group interviews conducted with local councils, organizations, and underrepresented or vulnerable groups about neighborhood development, and on a survey of the general public conducted as a form of citizen participation. The findings are discussed in relation to perceived accessibility, social exclusion theory, and municipal planning processes. A key finding is that citizens with limited mobility capabilities are most in need of neighborhood centers, and most likely to utilize them.

Preface and acknowledgments

The initial motivation to learn about planning processes came from Kern's (2020) perspective that built environments reflect the local culture or dominant cultures, wealth, social relations, power structures, and equality, and that once places have been made, the surroundings continue to reinforce and influence these social structures. Knowing little about how local development takes place, an interest awoke in what impact and influence my local community has on the built environment in Strand. During the fall semester of 2021, I worked at the department of planning and management of Strand municipality as a work placement for the third semester of the master's program. This department is a public office responsible for the development and implementation of development plans, land use, regulation plans, and environmental protection within its territory. I worked with the team in charge of producing a new spatial plan. My request to spend time working on citizen participation methods was granted. During the subsequent – and final – semester, I worked part-time there and continued this focus. This enabled an excellent opportunity to cooperate with the municipality for the thesis and impact how the municipality worked towards creating a sustainable society in their planning processes for the upcoming spatial plan. As this thesis has come to an end, I am very grateful to have spent time trying to improve the local community in such an engaged work arrangement.

I want to thank my advisor Siddharth Sareen, for consistently broadening my perspectives and being positive and uplifting throughout the process, and my colleagues at the department of planning and management, who gave me a lot of support and autonomy to pave my own path. I also want to thank my amazing classmates, who were the primary motivators and support network. Lastly, a major thanks to my partner and children at home, who have been incredibly patient and surprisingly self-reliant throughout this semester.

List of tables and figures

Table

Figures

1 Introduction

In the introduction I present the motivation for the thesis with a focus on the municipality's role in creating sustainable cities. I then present the case study, problem statement, and research questions. Lastly in the introduction, I provide a structure for the thesis.

1.1 Sustainable cities

The Government has decided that the 17 United Nations (UN) sustainable development goals (SDGs) will provide the main direction for Norway's policy for meeting the greatest challenges of our time (MLGM, 2019). Every four years, the government prepares a document that sets the national expectations for regional and municipal planning with the aim of promoting sustainable development. Though the state is mainly concerned with national interests, the national expectations they develop must be understood in a local context in connection with developing and implementing plans (MLGM, 2021). To meet future growth demands without compounding current societal problems, significant changes in retrofitting and design of cities are needed (Cloutier et al., 2014). Therefore, it is important to incorporate the sustainability goals into the local plans. Public planning in Norway is executed on three levels: state, regional and local (municipal) and implementation of the UN SDGs is important to planners in Norwegian municipalities (Aasen Lundberg et al., 2020).

Municipalities have been given increasing autonomy in decision-making and responsibility for safeguarding national interests in their planning processes, making planning an effective tool for sustainable social development and sustainable land use (MLGM, 2019). UN SDG 11 is to 'Make cities and human settlements inclusive, safe, resilient and sustainable.' The three pillars of sustainability, upon which the goals are built, are often referred to as social, economic, and environmental (Hansmann et al., 2012). Parallels to the three pillars of sustainability are found in Campell's model of the three primary goals of urban planning (Campbell, 1996: Purvis et al., 2018). The goals are social justice, economic growth, and environmental protection, and Campell urged collaboration between development planners and environmental planners already in the late 1990s, calling for more holistic and interdisciplinary approaches to solve challenges arising in pursuit of these goals. Interdisciplinary resolution of conflicts is now recognized as an essential part of integrating and balancing the three goals (Hansmann et al., 2012).

The neighborhood scale has recently gained the interest of scholars and municipal planners because it brings a new opportunity for collaboration that can be exploited in the transition toward sustainable cities (Espelid, 2021; Hanssen et al., 2021; Hamdan et al., 2021). This brings increased responsibility and more opportunities for municipal planners, who must consider the needs of different citizens in the neighborhoods and how they should go about planning. The municipality is the local planning authority, and most planning in Norway takes place in the municipalities. Local municipal planning is also the most significant for neighborhood development (Hanssen et al., 2015). It is challenging to incorporate national, regional, and local goals while also achieving political and public support.

Planning a neighborhood is a complex task, and scholars point toward several obstacles. One of the challenges identified is that the municipality must ensure a democratic planning process while the requirements for citizen participation are almost non-existent. Studies consistently show that municipalities do little beyond the required minimum, yet there has been some improvement in recent years in Norway (Hanssen et al., 2015).

1.2 Neighborhood centers - an ambitious new goal

Strand municipality is currently working towards a spatial plan for 2023-2035. The spatial plan will be a guideline for land allocation, frameworks, and conditions for land use, as well as which essential considerations must be taken into account when allocating the areas. One of the objectives of the municipality is to promote sustainable development (Espelid, 2021). Central actors within the department of planning and management of Strand have set a goal to assign each neighborhood in Strand with a designated neighborhood center. A *neighborhood center,* in this context, is the geographical area that the municipality defines as the social center of a given neighborhood, as opposed to locality-based service centers. These centers could, for example, be located at a playground, park, schoolyard, or beach. The neighborhood centers will be protected from other uses or targeted for expansion or further development to serve the primary purpose of being a natural place for people in the neighborhood to visit and meet. Developing neighborhood centers is meant to contribute toward the goal of having inclusive societies with a high quality of life and to create new areas where citizens experience mastery, inclusion, and security (Strand Municipality, 2021; Strand Muncipality, 2019).

Local planning is regulated by the planning and building act (PBA). PBA provides guidelines and boundaries for municipalities, and several other national plans act as guidelines for local planning. PBA also describes several municipal plan instruments, one of them being the *municipal master plan.* The municipal master plan consists of two parts, a societal plan, and a spatial plan. The *societal plan* includes long-term challenges, goals, and strategies for the municipality and local society, while the *spatial plan* is a document that provides details of how to achieve these goals and includes maps of the planned development of the land in the municipality. The spatial plan is intended to tie together the municipality's goals in a legally binding document (Hanssen et al., 2015). The planning department must promote municipal, regional and national goals, interests, and functions, but the plan must also be realistic and achievable (MLGRD, 2021).

The *spatial plan* is the document the municipality is currently working on, and the final document will stand from 2023 to 2035. The process started with a *plan program* announced to the public in February 2021. This document serves as a guideline for what topics the plan will focus on, how the information will be gathered, and what areas of development may be analyzed or changed. Secondly, the municipality decided to conduct a *spatial plan strategy* which is a document that confines certain types of input from politicians and citizens. This document was conducted to simplify the process due to the overwhelming amount of inputs received for the previous spatial plan. Any input that directly goes against the principles of the spatial plan strategy will not demand consideration or response from the municipality. However, the document is not fully binding, and there may still be changes to the plan that goes against these principles. Both documents were approved separately by a political committee. Strand is currently in the third phase of the spatial plan, which is the planning phase of the final document. This is the longest phase, and it involves doing analysis, citizen participation, surveys, consulting, dialog, inspections, and reviews, among other things, before drafting the final document for a political hearing. The spatial plan will include guidelines, principles, plan maps, provisions, and plan descriptions.

1.3 Case Study and field area

The case study is about the development of inclusive neighborhood centers in Strand municipality. Strand is a small municipality located in Rogaland, as seen in Figure 1. Strand

has just over 13'000 citizens. Strand is comparable to many other Norwegian municipalities in the sense that it has a small city, Jørpeland, and several smaller villages, such as Tau and Fiskå, with a spread-out population. A tunnel that opened in 2019 connects the municipality to the nearest large city, Stavanger. The strong population growth in the Stavanger region and forecasts for continued growth give indicators that the municipality needs to plan for the future purposefully (Strand Municipality, 2013). Planning for growth is tied to many areas of municipal planning. Though housing is fairly spread out, and it is common for homeowners to own 1000m2 land, the pressure is increasing to densify and build more property (Strand Municipality, 2013). This will put further pressure on the social infrastructure and limit the amount of free space for recreation near the centers, yet Strand is still in a position to learn from larger cities and plan smart for the future (Strand Municipality, 2013).

Figure 1 - Map of southern Norway and location of Strand. Source: Google maps (n.d.)

The citizens in Strand have easy access to nature with many hiking and biking trails, mountains, forests, rivers, the fjord, and the ocean. Citizens' access to nature activities in close proximity is one of the characteristics that the municipality wants to preserve and improve (Strand Municipality, 2021). The municipality has recognized that many vulnerable groups are at a disadvantage and that opportunities are unevenly distributed (Strand Municipality, 2021). The municipality lists several reasons why neighborhood centers are important in the plan program: to give neighborhoods outside of the city center shared spaces, for the population to have many offers within a short walking distance from where they live,

and to build more attractive neighborhoods. Furthermore, an important principle for the centers will be to build on already existing features and co-locate multiple functions to these (Strand Municipality, 2021). At the beginning of this process, it was communicated by the planning department that the goals for the centers, process of development, and location of the centers were not predefined but would take shape throughout the process. This thesis is intended to contribute to this process with the use of citizen participation methods. A case study can be understood as "[...] an empirical inquiry that investigates a contemporary phenomenon within its real-life context, especially when the boundaries between phenomenon and context are not clearly evident" (Yin, 1994, p. 13). The more the research questions revolve around how and why questions, the more relevant it is to use a case study. (Yin, 1994)

There are no specific formal processes for developing neighborhood centers in Norway. The primary guideline to utilize is the societal plan, which contains goals that the neighborhood centers are meant to contribute towards. One of the goals laid out in the plan was that there would be a center in every relatively densely populated neighborhood. Some objectives were also set early for the neighborhood centers, such as using citizen participation methods and focusing on making inclusive spaces, while design, features, facilities, location, and purpose will take shape throughout the process. I interpreted 'inclusive neighborhood centers' in two ways. The first is related to an assumption that an inclusive process will lead to the development of more inclusive spaces. The second is related to citizens' perceptions of accessibility to existing features in Strand and future neighborhood centers. Traditional methods of measuring accessibility were expanded to include indicators of social exclusion and other socio-personal perspectives from groups of citizens, to understand citizens' barriers to open-space use better.

In PBA, citizen participation is understood as individuals' and groups' right to participate in and influence public assessment and decision-making processes (MLGM, 2014). In this context, citizen participation methods are understood as the methods used by the municipality to engage citizens to influence public assessment and decision-making processes during planning processes, such as workshops, interviews or public hearings. My main objective in the fieldwork was to develop useful citizen participation methods for the context of involving citizens in the development of inclusive neighborhood centers.

1.4 Problem statement

Recent studies suggest that we need new knowledge about what social sustainability means in a local, Norwegian context and what tools can help to develop social sustainability (Hanssen et al., 2021). Planning at the neighborhood scale is recognized as an essential component for achieving sustainable development (Hanssen et al., 2021; Sharifi, 2015) and scholars point towards citizen participation in the planning process as necessary to better understand the needs of citizens (Hubbell, 2013; Shams & Barker, 2019) and fundamental for achieving sustainable and inclusive urban development (Corsini et al,. 2019). Yet, citizen participation in planning processes, and its benefits, have not been fully translated into practice (Strokosch & Osborne, 2020).

Public open spaces, such as parks, have critical functions in the physical environments that enable active lifestyles and physical activity (Hoehner et al., 2005), and accessibility to open spaces correlates with community wellbeing and healthier urban lifestyles (Tweedy-Holmes, 2003). It has been demonstrated that equal access to local resources, such as green spaces, is a potential way to moderate inequalities associated with health and socioeconomic deprivation (Abraham & Abel, 2009: Gascon et al., 2015: Twohig-Bennett et al., 2018) Calogiuri et al. (2016) urge that more should be done to understand and address the inequities among different groups relative to the perceived accessibility to outdoor spaces in Norway, while Shams & Barker (2019) urge greater emphasis on user demand, knowledge and understanding of outdoor functions and facilities. Small municipalities have limited resources to pursue social inclusion through citizen participation processes and are dependant on advancements in methodologies to ensure meaningful participation. Neighborhood centers are an unexplored topic in Norway and municipalities may benefit from achedemic studies focused on the needs of the most vulnable in their planning processes in the context of the emerging interest in enhancing social sustainability in neighborhoods.

In light of the above, this thesis focuses on the following real-world problem: Spatial planning is demanding and conflicting societal interests can lead to individuals or groups desires being ignored or diminished. Municipalities that fail to engage representitive groups of citizens in participation processes enable decisions about the built environment unaware of

their citizens needs, often contributing to unfortunate outcomes for the most vulnarable while also missing an opportunity to improve social sustainability.

1.5 Research questions

Derived from the problem statement, the main research objective is:

How can the municipality develop inclusive neighborhood centers utilizing citizen participation methods?

Sub-questions related to location, accessibility, and design will be explored to answer this question.
-How do citizens perceive accessibility to public outdoor spaces in Strand?
-How do citizens envision an inclusive neighborhood space and which type of gathering places citizens do they see a need for in their neighborhoods?
-Who should the neighborhoods be designed to attract and which features should the neighborhood centers have?

Considering how this research contributes to the advancement of science, it is meant to contribute to the abstract academic question of what can be done to steer urbanization towards positive, sustainable outcomes and the concrete question of how municipalities could pursue social inclusion through citizen participation processes. This thesis aims to provide insights for municipalities by exploring two different citizen participation methods in the pursuit of developing inclusive neighborhood centers. The thesis is exploratory in the sense that inclusion methods have not been explicitly used for this purpose to my knowledge. Though the findings are situated in a local context, the thesis aims to advance the development of the methodology of citizen participation processes by critically evaluating the methods.

1.6 Structure of the thesis

The thesis proceeds as such: in the literature review, the concepts of social exclusion and accessibility are combined through the lens of municipal planning processes and citizen participation processes. The framework in the following section presents an analytical understanding of this unity between social exclusion and accessibility. I then discuss the methodology and data collection, with attention to the process of sampling vulnerable groups. Next, an analysis of the empirical findings is presented of the qualitative and quantitative results systematically sorted by research questions. This is followed by a discussion that is structured in terms of the four main arguments. An evaluation of the citizen participation methods and their usefulness in this specific context will be provided. Finally, the thesis concludes with a brief summary of the thesis, indicators for future research, and reflections.

Originally, my intention was to structure and analyze the results through a framework of social exclusion. However, no suitable theories or frameworks were identified that could assist the structure of the thesis. The concept of social exclusion is underdeveloped from a municipal planning perspective. The concept has interesting perspectives that are relevant for planners, which is acknowledged by accessibility theories, yet, it is still unclear how planners can develop indicators to explore and interpret social exclusion through qualitative or quantitative citizen participation processes. The focus on social exclusion in this thesis is meant to contribute toward unifying the two fields of study, social exclusion, and accessibility, by exemplifying ways the municipality can utilize central social exclusion theories and by exploring how planners' decisions affect multiple domains of exclusion.

2 Literature review

This section consists of five sub-sections, which sequentially cover literature on the following themes: neighborhood planning, social sustainability, and public planning, citizen participation, inclusive planning, and social exclusion. These are important topics to address in order to ground the thesis in relevant scholarship on the overarching theme of creating inclusive spaces with citizen participation methods. When approaching the question of how the municipality can develop inclusive neighborhood centers with citizen participation methods, the focus of this review is on municipal planning processes and how to approach social sustainability in this context.

2.1 Neighborhood planning

A 'neighborhood' is not easily defined without conflict. Human settlements have been divided into neighborhoods since antiquity (Friedmann, 2010), yet definitions range from something spatial such as a geographical unit or district within a town/city/place, or through social constructs such as community. A *neighborhood* is a dynamic concept, and the way in which citizens use their neighborhoods changes dramatically throughout different stages of life (Milton et al., 2015). In Norway, there are also seasonal changes in how neighborhoods are used, increasing the complexity of planning for inclusiveness.

Planning at the neighborhood scale is recognized as an essential component of achieving sustainable development (Hanssen et al., 2021; Rohe, 2009; Sharifi, 2015). To quote: "Over the past 100 years, city planners have used neighborhood planning to address a variety of vexing social problems such as community disintegration, economic marginalization, and environmental degradation" (Rohe, 2009, p. 209). Scholars have focused on different aspects of sustainability when defining principles for sustainable neighborhoods but as the consensus on *what sustainability actually is* grows stronger, scholarship has become more unified on the fundamentals of how to make progress toward common goals (Gibson, 2006; Luederitz & Von Wehrden, 2013).

Most literature on sustainable neighborhoods has evolved to focus not only on social, economic, and local environmental aspects but also on wider environmental aspects along with a stronger focus on the methods of how to pursue sustainability. One example is how

municipalities pursue sustainable development through inclusive planning. There is a gap in the literature related to how municipalities can pursue social inclusion with participatory methods. For example, Hanssen et al. (2021) found that municipal perspectives of important elements for co-creation of sustainable neighborhoods constitute an unexplored topic in a Norwegian context. There is also a need for more studies related to improving existing sustainability principles for neighborhoods, especially those written from a social and political perspective (Luederitz & Von Wehrden, 2013). Though the UN SDGs have revitalized municipalities' attention to sustainable development, a literature review explains the gaps in the literature as being caused by municipalities having so far placed little emphasis on the social sustainability dimension in spatial planning (Hanssen et al., 2021).

2.2 Social sustainability and public planning

Social sustainability has only in recent years become a research field with a common language and conceptions within planning, local communities, and place development in the global north (Hanssen et al., 2021). Starting with a broad approach, Shirazi and Kievani (2017, p. 1537) identified seven key principles in their literature review of articles related to social sustainability: "[...] equality; democracy, participation, and civic society; social inclusion and mix; social networking and interaction; livelihood and sense of place; safety and security; human well-being; and quality of life." The broad nature of their findings shows that there are many opportunities for pursuing principles of social sustainability in municipal planning. All major areas of municipal planning touch upon social sustainability. When considering the neighborhood scale, beyond the more obvious areas such as infrastructure, services, and transport, easily accessible outdoor life such as parks, urban spaces, cultural landscape, harbors, freshwater, and hiking trails, can help reduce the effects of social inequality and improve public health (Anthun et al., 2019; MCE, 2014). In addition, accessing and using outdoor spaces in close proximity requires little resources in the form of transport. The purpose of betting on a low-threshold offer in outdoor life is to affect factors such as inactivity, loneliness, and stress because these have a demonstrable effect on the incidence of lifestyle diseases in modern society (MCE, 2014).

By creating more opportunities to reach outdoor life and reducing carbon-intensive transportation needs, the municipality can increase physical activity and increase social capital by providing equal opportunities to pursue good health. Access to nature and green

spaces in neighborhoods can, for example, impact health through psychological restoration and stress reduction (Espelid; 2021; Hartig et al., 2014). Regular physical activity provides substantial health benefits, especially for the elderly (Espelid, 2021; Keysor, 2003). The amount of evidence for this is convincing and has become a common consensus. Among the well-established benefits for the elderly are the prevention of chronic diseases, disability, and bone fractures (Keysor, 2003).

Public open spaces, such as parks, have critical functions in the physical environments that enable active lifestyles and physical activity (Hoehner et al., 2005), and accessibility to open spaces correlates with community wellbeing and healthier urban lifestyles (Tweedy-Holmes et al.,, 2003). Ensuring citizens' access to parks and open spaces in neighborhoods is therefore fundamental to creating an inclusive society. In modern times, the creation of outdoor spaces usually directly or indirectly revolves around increasing well-being. How well the place will serve this purpose can be measured by how well the planning process integrates the needs of its citizens. Scholars point toward citizen participation in the planning process as necessary to better understand these needs (Hubbell, 2013).

2.3 Citizen participation

The idea of empowering people to shape local development has been gaining popularity (Hubbel, 2013). In the past decades, citizen engagement in municipal planning has increased through the implementation of many different engagement processes (Espelid, 2021). Citizens are increasingly making important decisions about municipal policies and services, which has undoubtedly had many positive benefits such as achieving better decisions, building consensus, achieving a higher level of agency, greater government legitimacy, and an increased sense of efficiency (Espelid, 2021; Hubbell, 2013).

Municipal and city planning is experiencing a paradigm shift. Many scholars wish to leave the notion that trained staff plan structural changes and move towards a view that planning is not only structural but also has a social paradigm, which should include informing citizens, citizen participation, and citizen engagement (Espelid, 2021; Hubbell, 2013: De Lange & De Waal, 2013). A systematic review of *principles for sustainable urban development* found that most of the papers identified, discuss principles that relate to the category of socio-ecological civility and democratic governance (Luederitz & Von Wehrden, 2013). The authors argued

that sustainable neighborhoods have the capacity to be incubators of change because with the introduction to a sustainable lifestyle, residents can experience a heightened awareness of sustainability issues and participate in political engagement (Luederitz & Von Wehrden, 2013).

Many interests must be met simultaneously at the department of planning and management, and sustainability is only one of these interests. Municipal plans must incorporate principles from other municipal, regional, national, and international interests and plans (Espelid, 2021). Beyond this, there are many known challenges and barriers to meaningful and impactful citizen participation processes. One of the most central challenges is that citizen participation in planning processes is not well defined or required by law (Hanssen et al., 2015). The municipality is required to announce to the public that the planning process has begun and when political hearings will take place. Plan programs also have to describe how citizen participation processes will be conducted, for example, which groups will be consulted and for what purposes. Beyond this, studies consistently show that municipalities do little beyond the required minimum, though some municipalities have steadily increased their citizen participation activity (Hanssen et al., 2015).

Studies show that municipalities find it increasingly harder to engage citizens in planning processes (Klausen et al., 2013). Self-reported reasons Norwegian municipalities find it hard to involve citizens are mainly due to a lack of capacity within the planning office and a lack of interest from citizens in planning and politics (Hanssen et al., 2015). Criticisms of the lack of citizen participation opportunities remain widespread (Christiansen, 2015). Studies show that citizens generally are not satisfied with participation processes and their level of impact on decisions in their municipalities, which has been tied to a lack of knowledge of how municipal planning processes work and in which way citizens can participate, along with a general problem within municipalities that participation processes are seen as something that demands resources instead of a way to gather resources (Hanssen et al., 2015).

A widely cited challenge in participation processes is that participation is often not representative (Christiansen, 2015: Yang & Sanjey, 2011). It has been shown empirically through multiple studies that there is a tendency for mainly resourceful and experienced citizens to participate in municipal planning processes (Christiansen, 2015: Hanssen et al., 2015). This is an important challenge when utilizing citizen participation in the context of

making inclusive places, that can be overcome by systematically targeting groups who otherwise generally would *not* participate. Those who do not participate, for a number of reasons, are also often those who are most affected by planning decisions (Christiansen, 2015). Though studies show that participation processes should take part early in the planning processes to have the greatest impact (Christiansen, 2015), there are gaps of knowledge on how to include citizens, and how much authority their opinions should have. Scholars such as Arnstein (1969) have long been working towards awareness of power structures and civic inclusion. The purpose of Arnstein's work was to enlighten citizens of the differences between co-determination and manipulation (Arnstein, 1969). In this case study, the purpose, goals, distribution and design of neighborhood centers is largley defined by the planning department, whom also hold the responsibility to initiate citizen participation processes, analyze the findings, share the gathered information with the correct people and turn participation into action and change.

2.4 Inclusive planning

Given the lack of a definition in the plan program, choices had to be made on how to define inclusive planning. Planning for inclusive places can be understood in different ways and studies focus on various elements of inclusion, though *citizen participation processes, accessibility, inclusive design* and *social inclusion* are key phrases identified. Sub-groups of the population have different needs and elderly and youth have different ways of defining an inclusive space. For example, one qualitative study found that the elderly primarily defined a neighborhood through social factors such as friends and families or community activities. This suggests that the people they meet there are the most important factor in creating inclusiveness (Milton et al., 2015). The same study also found that definitions changed over the life course (Milton et al., 2015) and another qualitative study found that adolescents primarily defined their neighborhood through movement and activities, not by social interaction (Colburn et al., 2020), suggesting a focus on inclusive activities to be a better indicator for adolecents. Common for both definitions is a tie to *accessibility to people* and *accessibility to places*.

Society has moved from a deterministic belief that people inherit their rights and path in life, toward a view that all people should be free to pursue any goals (Persson et al., 2015). This is reflected in the developments in accessibility rights and design practices. 'Universal design',

'design for all' and 'inclusive design' are different names of the same basic principle of increasing accessibility for the widest possible range of use, aimed at improving the quality of life in some service or design, for people who would otherwise be at a disadvantage (Persson et al., 2015). In the past decades, scholars have increasingly adopted the perspective that accessibility isn't limited to disability but concerns all citizens.

The term 'universal design' was first used in a public context in Norway in 1997, in the publication Universal design, planning and design for all (Aslaksen et al., 1997). The now widely used term is ambiguous, meaning different things in different fields. Persson et al., (2015, p. 524) define accessibility as "[...] the extent to which products, systems, services, environments and facilities are able to be used by a population with the widest range of characteristics and capabilities (e.g. physical, cognitive, financial, social and cultural, etc.), to achieve a specified goal in a specified context.'' In an attempt to create a more practical design concept, inclusive design was developed to be a realistic design process that includes a wide range of its potential users to enable wide use of products. systems, services, environments, and facilities (Persson et al., 2015).

In a knowledge collection and evaluation report of Norway's three guiding plans for universal design, the researchers stated that the existing body of research based knowledge does not provide a solid foundation to say which benefits universal design has, or for prioritizing between priority areas or different types of instruments (Oslo Economics, 2013). They also found a major lack of knowledge regarding universal design and outdoor areas. The potential health, social and societal benefits of universal design are therefore largely still unknown in a Norwegian context. Though accessability is often measured in objective ways, accessability is also tied to the subjective dimentions of social inclusion or exclusion, as we explore in the following section.

2.5 Social exclusion

The concept of social exclusion initially emerged in discussions regarding poverty, inequality and justice (Kabeer, 2000), and has since proved to be a valuable tool for expanding and conceptualizing the intricate dynamics in multiple domains of exclusion. The concept has yet to be developed as a useful tool for municipal planners. Socially excluded groups can be

described simply, as those who are not able to enjoy access to resources and respect (Kabeer, 2000). The disadvantaged groups experience different forms of disadvantage. Typically, in exclusion literature, the socially excluded are presented as groups that are thought to be disadvantaged in some way due to poverty, unemployment, disabilities or ethnicity. "Disadvantage results in social exclusion when the various institutional mechanisms through which resources are allocated and value assigned operate in such a way as to systematically deny particular groups of people the resources and recognition which would allow them to participate fully in the life of that society" (Kabeer, 2000, p. 87). The analysis of exclusion is therefore a form of institutional analysis, concerned with the process of entitlement and disentitlement by institutions or 'rulers of the game' (Kabeer, 2000, p.89). This entitlement could be connected to the fact that most of the debate on urban development, including spatial plans, takes place mainly between local politicians (Falleth et al., 2008).

Kabeer (2000, p.89) highlights how social exclusion must be understood as a group dynamic: "While institutional rules and norms can spell out particular patterns of inclusion and exclusion, they cannot cause them to happen. It is the social actors who make up these institutions, the collectivities they form and the interactions between them, which provide the agency behind the patterns." It is, therefore, useful to consider how the rulers of the game relate to the socially excluded. How dominant social groups interact, support each other, and give less relevance to disadvantaged groups, for example in decision making in city planning, is a form of a cultural injustice that consequently leads to cultural and economic exclusion for the disadvantaged groups (Kabeer, 2000). The privileged, or in-group, distinguish themselves from others by displaying control of places and spaces for dwelling, working, recreation, and transport, while the underprivileged, or out-group, have a lack of access to participation and activities that creates lower levels of expectations for chances of success, enjoying life and the perceived ability to change the system (Anttiroiko & Martin de Jong, 2020).

A challenge in civic participation is individuals' ability to participate in decisions that affect them. Achieving good planning processes requires both political participation and broad participation from citizens (Wøhni, 2007). Percy-Smith & Lund (2002, p. 151) categorizes four main types of non-participating groups. (1) *Formally excluded* (such as children, noncitizens), (2) *effectively excluded* due to their personal characteristics (such as lack of access to processes), (3) *non-participatory as a political choice,* and (4) *non-participatory culture*. Though there are some clear indicators for these types of exclusion from political

processes, such as low voting participation, there are also more nuanced and complex forms of exclusion such as disempowerment, which results in socially excluded groups not having their voices being heard or taken seriously (Percy-Smith & Lund, 2002).

Social inclusion

It is useful to visualize social inclusion as portrayed in Figure 2 because it provides insight into different kinds of divisions which may occur between ill/disabled and healthy people in a society.
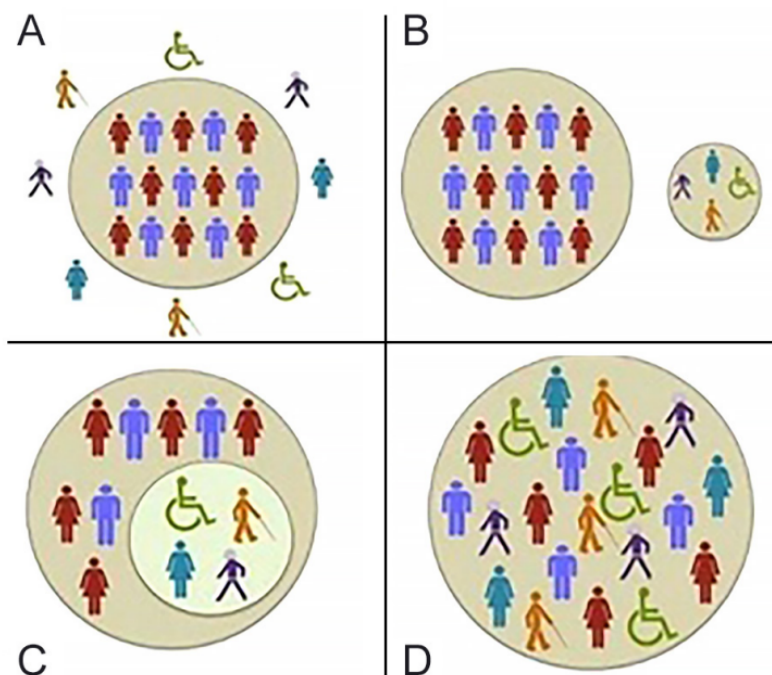
Figure 2. Model of the construction of societies, showing exclusion (upper left, A), segregation (upper right, B), integration (bottom left, C) and inclusion (bottom right, D). An adaptation by Slim & Raemaekers (2016).

The model is tied to the theory of social constructs, where reality is understood through cultural and social norms (Slim & Raemaekers, 2016). This visualization shows four ways society can divide ill/dissabled and healthy. The modes are: exclusion, segregation, integration and inclusion. With exclusion, some people, due to certain characteristics, are excluded from taking part in society, and do not form their own communities (Slim & Raemaekers, 2016). With segregation, the excluded form their own community and activities, while with integration the excluded are allowed to join the community, but do not mix with the larger society. With inclusion, all people are part of one society. Hazen & Anthamatten (2019) explain that people who are different, are excluded by structures of power in a society. In this case study, the planning department at the municipality can be considered the power that can produce inclusive or excluding processes and built environments for their citizens.

Domains of social exclusion

An important step in exposing exclusion is understanding the different domains in which social exclusion can occur. A scoping review of old-age exclusion by Walsh & Keating (2016) presents a range of interconnected domains, sub-dimensions, and pathways found in their review which can be used to guide the analysis of social exclusion. It is a useful tool for structuring research questions and guiding analysis, not only for measures aimed at the elderly but for other disadvantaged groups as well. Though the pathways seen in Figure 3 differ between groups, the six domains encompass many relevant areas of consideration for the planning department.
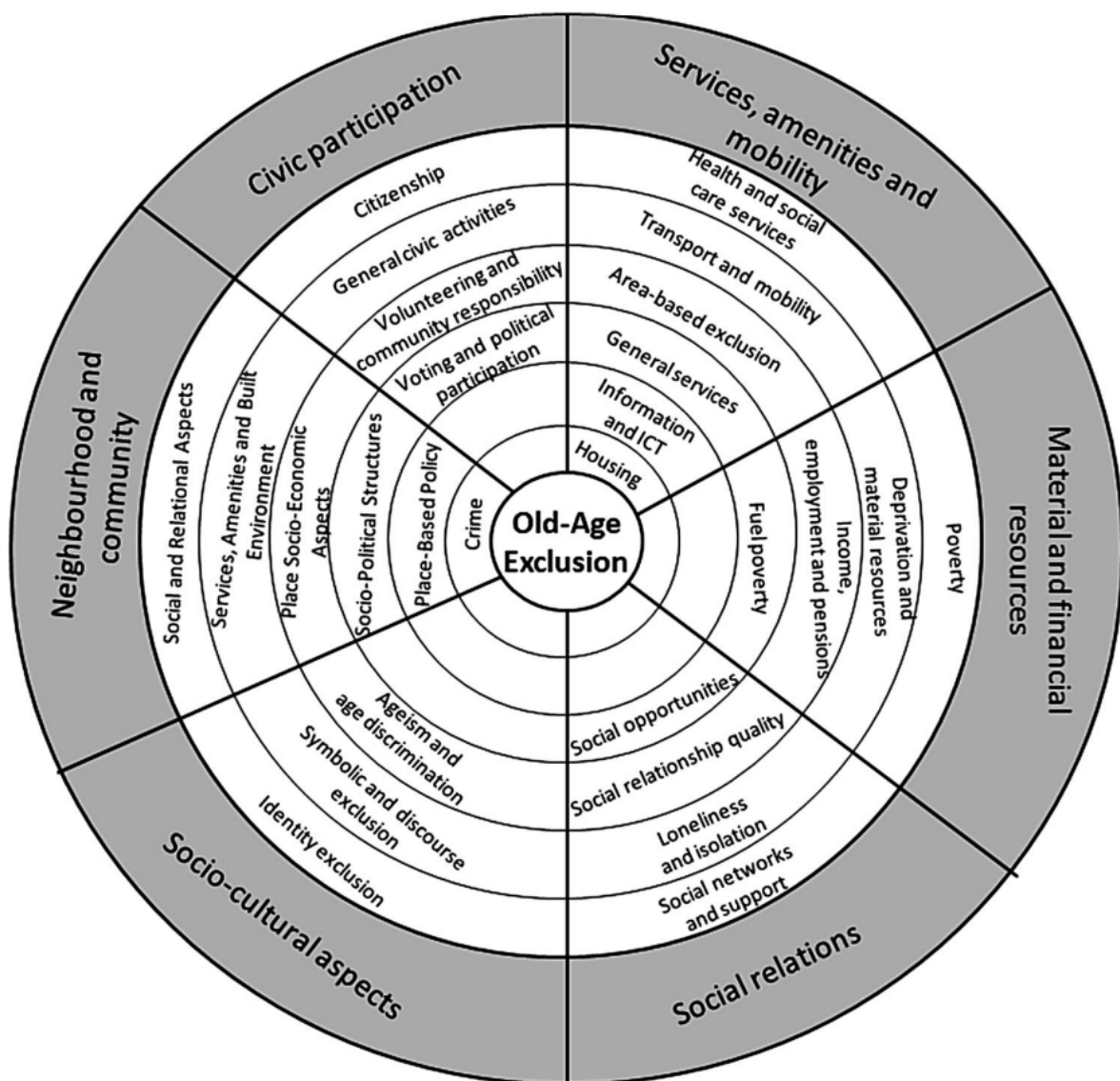

Figure 3. Domains of exclusion. Retrieved from Walsh & Keating (2016, p. 92)

Walsh & Keating (2016) propose that exclusionary channels are multi-level, pointing to a combination of micro circumstances and meso- or macro-constructing forces that lead to exclusion. They explain that the impacts of exclusion in one domain may affect multiple areas of life. An example of this is the relationship in municipal planning can be seen in the connection between transportation exclusion and exclusion from health services. Walsh & Keating (2016, p.93) define old-age exclusion in the following way:

"Old-age exclusion involves interchanges between multi-level risk factors, processes, and outcomes. Varying in form and degree across the older adult life course, its complexity, impact, and prevalence are amplified by old-age vulnerabilities, the accumulated disadvantage for some groups, and constrained opportunities to ameliorate exclusion. Old-age exclusion leads to inequities in choice and control, resources and relationships, and power and rights in key domains of neighborhood and community; services, amenities, and mobility; material and financial resources; social relations; socio-cultural aspects of society; and civic participation."

Exclusion can be accumulated as the elderly age (Kneale, 2012), and certain mechanisms function as tipping points into precarity, leaving them with limited possibilities to include themselves (Scharf, 2015). The elderly are also more vulnerable than other groups to exclusion and the impacts of exclusion (Walsh & Keating, 2016).

Neighborhood centers will function as free places that are open to all. Because there will be one in every populated neighborhood, the main challenge in making these future sites inclusive is not understood as being related to equal distribution. Based on the literature review, the process of development itself and the degree of accessibility for different citizens (equal access), should provide the foundation of inclusiveness. At some point in people's lives, everyone is dependent on a design that accounts for their diversity and specific disadvantages (Persson et al., 2015). This ties accessibility to social inclusion by creating a focus on equal access, as well as serving as a tool for uncovering social exclusion in the form of non-access. A focus on social exclusion can be used to capture the various ways in which certain groups experience being directly or indirectly excluded from participation in social life, environments, and political processes among other domains (Kabeer, 2000). In the following section, the analytical framework is supplied, with a focus on the process of locating a framework that integrates the concepts of social exclusion and accessibility.

3 Analytical framework

3.1 Methodological approach and integrating conceptual interests

Both fields of planning practices in municipal processes (including universal design and inclusive design) and social exclusion lack established methodologies that would be useful and practical for municipalities who wish to engage in citizen participation methods, yet the concepts in existing literature open up relevant perspectives in relation to the planning processes I encountered. No relevant frameworks were identified that provided any clear direction or indicators for how to analyze social exclusion in the given context of municipal planning and citizen participation, likely because social exclusion literature is largely focused on politics and poverty (Coheen-Rimer, 2022).

My next option was to locate a planning model that focused on social inclusion. Planning models are used under the assumption that the ultimate aim of urban open spaces is to fulfill the population's recreation needs (Chiesura, 2004). Planners are dependent on planning models to fulfill this objective. Maruani and Amit-Cohen (2007) identified three such models designed to fulfill the population's recreational needs. (1) *Opportunistic models* are a non-systematic way to plan open spaces, based on the occurrence of opportunities in areas that arise from recycling sites, land donation demolitions or other opportunities to reuse land. (2) *Space standards model's* guiding principle is "[...] to provide a minimal amount of open space per capita for the target population" (Wang et al., 2013, p. 2) by matching the size and number of units to the population size in the targeted area. This model is popular due to its simple operationalism (Wang et al., 2013). (3) The final model is the *park system model*, which promotes a holistic consideration of how parks and gardens support continuous movement within a system by emphasizing user experience and proximity (Wang et al., 2013). All three models fail to account for inclusion and the various domains of exclusion and were not seen as helpful to fulfill the research objective.

Expanding the literature review towards concepts of inclusive design and universal design, several frameworks focusing on quantitative data collection on accessibility were located that could be of use for municipal planning processes, but scholars such as Jackson (2018) and Persson et al. (2015), emphasize that practitioners need to engage directly with people to understand accessibility needs. Planning literature still typically revolves around quantitative

data which Jackson (2018) highlights, claiming that academia and built environment practitioners don't have a history of understanding disability pertaining to built environment accessibility, *or* an understanding of people's experiences of neighborhood accessibility.

Accessibility is a complicated concept that is challenging to measure. The use of subjective measures provides the best predictor for human behavior (Wang et al., 2015), yet very few frameworks were found where subjective measures of accessibility were based on behavioral theories. The current planning models often measure population size, spatial location, and distance, and literature about open space access is said to be incomplete due to this (Wang et al., 2015). This is surely related to the lack of research demonstrating measures and methods that examine accessibility from the perspective of the potential users (Wang et al., 2013). As Wang et al. (2013, p. 9) point out, "...current planning models are based on quantitative indicators that hardly represent the diversity of user's needs and population demands." Accessibility can be used as an indicator for inclusion and as a construct to explore planning processes that move beyond distance, population, and majority preferences, towards individual needs and preferences.

Persson et al. (2015) suggest that any measure of accessibility should focus on the functional gap between what people would like to achieve in a specific situation and what the individual actually can achieve in that situation. Within the realm of accessibility frameworks, only one framework was located that included the concept of social exclusion, emphasizing qualitative data as an essential part of evaluating accessibility, combined with quantitative data to predict use or nonuse. Though the framework is not from a peer-reviewed article, I found it to be very relevant for the case study and better than the alternative to build a framework from fragmented literature. The framework is mainly used for explanatory purposes and serves the purpose of structuring the analysis in a meaningful way.

3.2 The Integrative Framework For Urban Open Space Use

The analytical framework developed by Wang et al. (2013) provides a new perspective on predicting use-behavior of urban spaces. The integrative framework for urban open space (Wang et al., 2013) is used to reveal the relationship between accessibility and users' perspectives of open space use. Planners can use it as a tool to evaluate accessibility and

predict user behavior by uncovering potential subjective influential factors leading to the degree of accessibility for different people. Though the positive correlation between high accessibility and open space use is well established, surprisingly, very few researchers treat perceived accessibility as an influential factor (Wang et al., 2013).

The framework, as seen in Figure 4, consists of four components, and accessibility is understood as the outcome of people's integrative evaluation of multiple influential factors which influences the degree of access to facilities. These components are (1) people accessibility, (2) perceived accessibility, (3) place use/non-use behavior, and (4) place accessibility (Wang, 2013).
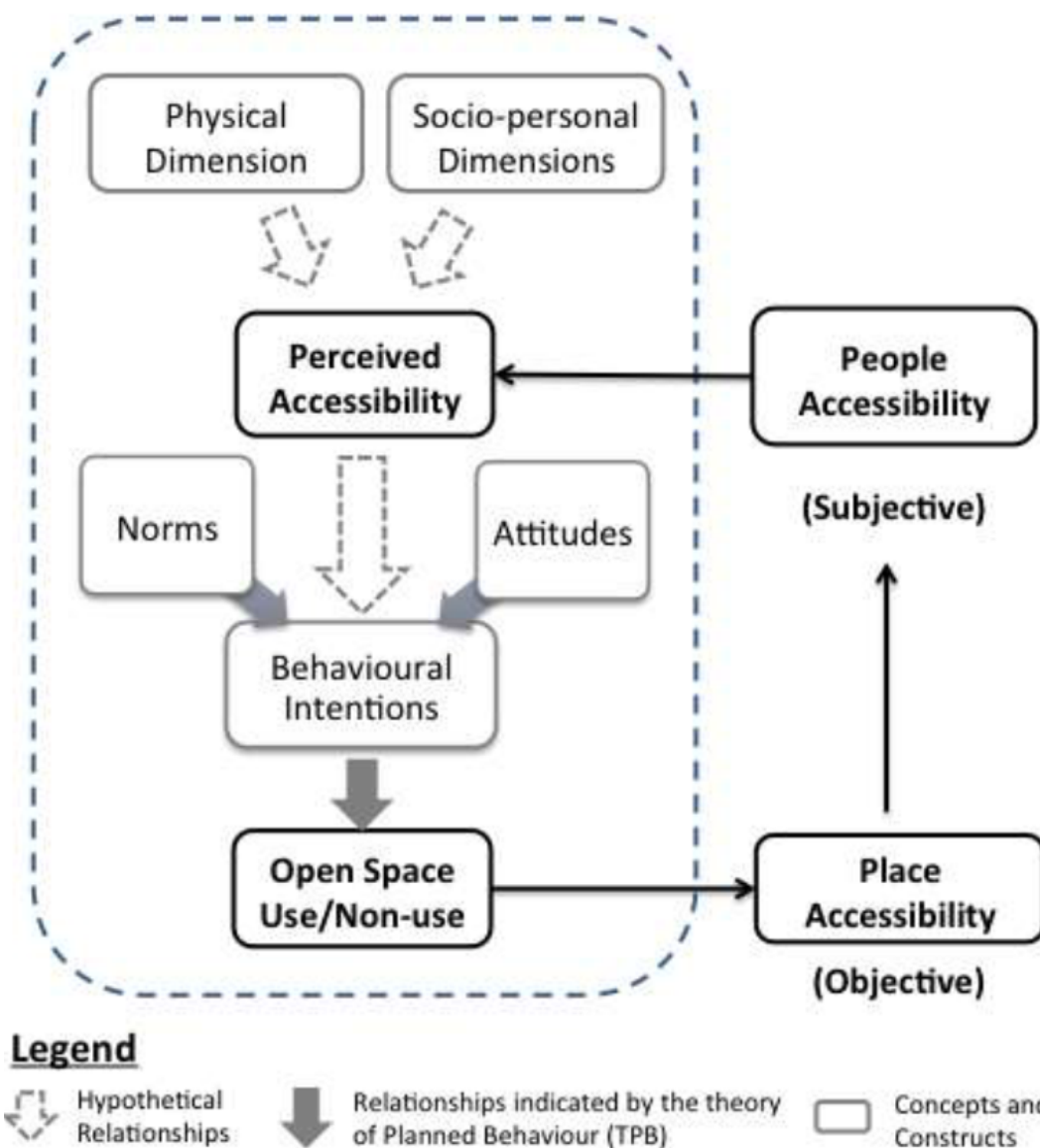

Figure 4. The Integrative Framework For Urban Open Space Use. Source: Wang et al. (2013, p.4)

(1) People accessibility refers to a cognitive /affective process in which people subjectively evaluate their level of access to specific facilities through the integrative evaluation of physical and social-psychological accessibility dimensions. Examples of specific facilities are public open spaces and parks (Wang, 2013, p. 4).

(2) Perceived accessibility is understood as an essential explanatory predictor of people's behavioral intention for place use or non-use decisions. Perceived accessibility is considered to be an amalgamation of three dimensions, a physical-transport dimension, knowledge dimension, and socio-personal dimension (Wang, 2013, p. 4). The dimensions have a number of components that together inform whether or not a person considers a place accessible. The model encompasses both spatial and non-spatial dimensions. The framework is useful because it identifies new variables that may influence accessibility and place use (Wang, 2013).
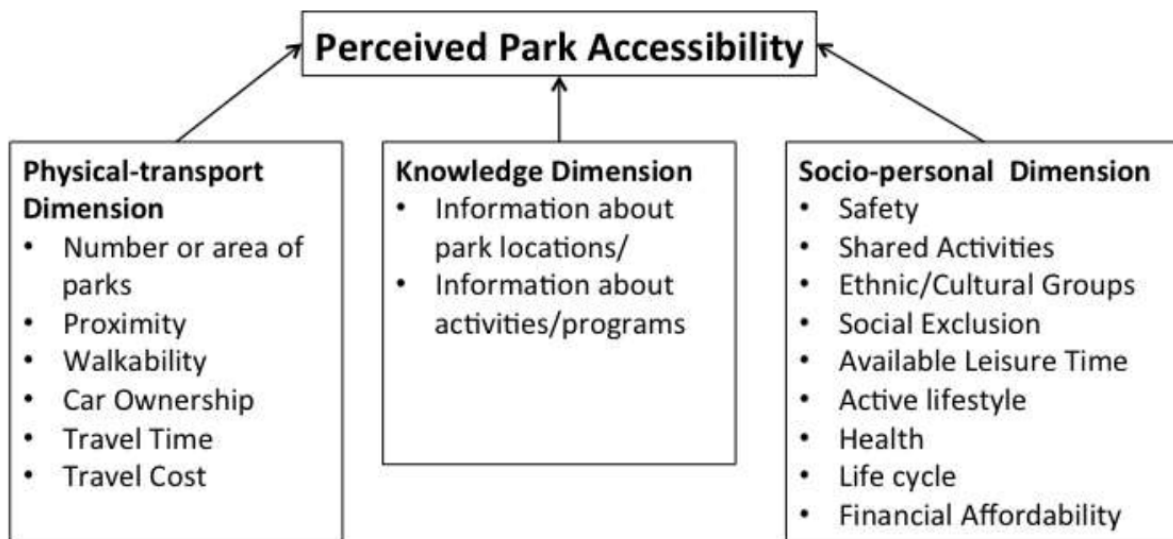
Figure 5. Perceived park accessibility. Source: Wang et al. (2013, p.5)

(3) Open space use or non-use is created by people's subjective perceived accessibility along with their subjective norms and attitudes towards a space. People's norms, attitudes, and behavioral intentions create the actual use or non-use of a place (Wang, 2013). The perceived park accessibility may produce indicators for accessibility, yet attitudes and norms are also considered an indicator of whether or not a place is accessible.

(4) Place accessibility is defined as "the extent to which people utilize the place, representing the objective perspective of the accessibility process." (Wang, 2013, p. 4) Place accessibility regards a site as inaccessible when it is not utilized even if it is in close proximity to potential users (Wang, 2013). Use-behavior creates place accessibility, positing the relationship between place access and place use in the model (Wang, 2013).

The model was developed to fill the gap between objectively measured perceived accessibility and objectively measured geographic accessibility and integrate the two conceptualizations of *place accessibility* and *people accessibility*. "Place accessibility measures examine levels of attractiveness of places or locations to all its possible users, which implies that access is an intrinsic feature of location, while people accessibility can be viewed as an individual attribute and consequently measure the ability of people to reach and engage in opportunities and activities." (Wang, 2013, p. 4) *Place accessibility* and *people assessability* are understood as different perspectives of the accessibility spectrum where use-behavior is a mediator to explain the relationship between the concepts (Wang, 2013). This framework is oriented around creating a useful space, by considering different perspectives on how 'use' is created. It is a practical tool for planners who prefer a broader perspective on the different dimensions that contribute to accessibility and how behavioral intentions, together with these dimensions, create use or non/use.

In this thesis, I operationalize this framework by using it as an analytical tool to explore both physical and sosio-personal dimentions of perceived accessibility to outdoor public spaces in Strand. These perspectives are considered along with citizens' behvioral intentions, norms, and attitudes to contribute towards the ovararching goal of creating inclusive spaces. Operationalizing this framework raises two sub-questions to explore which contribute to the main research objective; how are public outdoor spaces currently used in Strand, and what is the predicted use of the neighborhood centers for sub-divisions of the population? These two questions, along with the three sub-research questions in section 1.5, will be adressed systematically in the anlysis to understand use-behavior as understood in the framework.

4 Methodology

Developing a research method that combines the municipality's interests with the research objective was the most challenging task of this thesis. I was resposible for the method development, selecting the citizen participation processes, selecting interview respondents (with exception of the pre-selected groups in the plan program), and all data collection. This was executed under supervision,- and in collaboration with the planning department to best combine the municipality's interests with the research objectives.

The reasoning behind method choice, sampling, and process of developing the method is an important process for municipalities to spend resources on when developing citizen participation practices, which is why it is explained in detail in this section.

4.1 Process of method development

The overarching goal is to make neighborhood centers (and public places in general) useful for the local citizens. Literature is clear that announcing participation processes that are open to all, will typically lead to a group of homogeneous participants (Callahan, 2007), or lead to the same few people showing up, which has dominated the participation culture in Strand. One of the subgoals described in the plan program was to make the neighborhood centers inclusive places. No further guidelines were provided for how to go about making them inclusive, and this is a matter of interpretation. Measuring social inclusion is often complicated due to a lack of common understanding of the term. Studies providing indicators for social inclusion are most commonly integrated with measures of social integration and participation (Martin & Cobigo, 2011), though current definitions of social inclusion tend to focus only on people's participation in civic activities (Davey & Gordon, 2017; Martin & Cobigo, 2011).

Because social integration, inclusion, and participation currently cannot be differentiated in the literature, and evidence outlining the dimensions of social integration, inclusion, and participation is still limited (Martin & Cobigo, 2011), social inclusion is perhaps better understood as a measure of someones subjective experience. To quote: "[...] complex interactions between personal and environmental factors, including social and cultural

factors, explain an individual's experience of social inclusion." (Martin & Cobigo, 2011, p. 277)

Regarding *who the neighborhood centers should be designed to attract*, there were three different directions that would shape the pursuit of practical research questions and citizen participation processes going forward. Make them inclusive for (1) everyday users of neighborhood spaces, the groups who currently utilize public spaces in their neighborhoods, (2) vulnerable groups, who need accessible gathering places the most, or (3) for all, with a utilitarian focus aiming to be inclusive for the majority. The goal gradually developed into *making neighborhood centers inclusive for as many citizens as possible, with a particular focus on the needs and wishes of the most vulnerable and underrepresented in traditional planning processes.* This choice entails a focus on the principles of inclusive design as defined in section 2.4, using a realistic model of which groups could be included in the data collection.

Process of locating vulnerable citizens
The municipality has pre-selected some central actors defined in the plan program, to include in the planning process of the neighborhood centers because of their 'relevant knowledge about challenges.' (Strand Municipality, 2021) These are the senior counsel, the counsel for people with disabilities, citizens of the neighborhoods, and voluntary organizations. Data was collected from these groups and other relevant groups to select an overall diverse set of vulnerable groups of the population in Strand in the data collection process. Targeting vulnerable groups in a municipality is not a simple task. Decisions about who is vulnerable and underrepresented are subject to bias, and some groups can be overlooked. The theories on social exclusion, as presented, lay the basis for sampling participants.

Though age, ethnicity, and income are common indicators used by the municipality to divide the population as being at high/medium/low risk of various physical and mental health disorders, I took a somewhat different approach to vulnerability, seeking to find those groups who are vulnerable to challenges arising from municipal decision making or are not actively participating in political processes. They are thus vulnerable to exclusion from municipal planning processes and/or exclusion through the way the municipality develops the built environment (neighborhood centers). Therefore, two criteria were developed to limit the scope of targeted groups.

1. The group must have characteristics that make them vulnerable to exclusion arising from municipal decisions about the built environment or vulnerable to exclusion from political processes.
2. The group must be thought to supply findings that have specific relevance to the development of neighborhood centers.

Using these criteria, five groups were targeted: active elderly, inactive elderly, children, immigrants and people with disabilities. This does not mean that the groups who are not targeted, such as low-income families, single mothers or unemployed, do not have relevant opinions for development, but that there is little understanding of homogenous challenges for these groups in this context. It is unclear (from experience and literature) how generalizations could be made about how they could experience disadvantages from the way in which the municipality develops the neighborhood centers. There are, however, some clear disadvantages that could arise for the targeted groups which will be addressed and some limitations must be made.

I urge future researchers to challenge these sampling methods and be catious and thorough when sampling vulnerable groups because the process of including certain groups necessarily entails excluding other groups.

The elderly
The aging population is causing municipalities to rethink many areas of development, such as how to create an age-friendly society in areas such as housing, neighborhood design, co-location and placement of services, accessibility, and mobility.

Historical population growth and expected growth, divided by age.
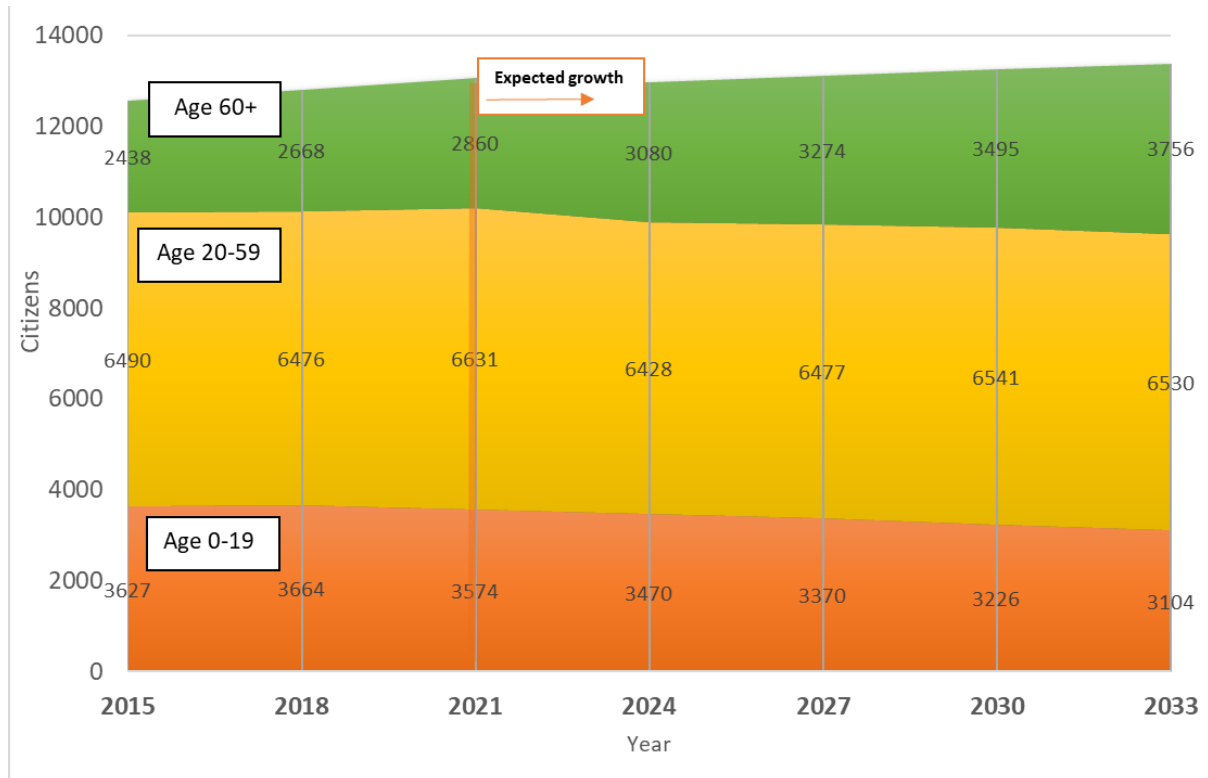Strand Municipality. 2015-2033.

Figure 6. Historical population growth and expected growth, divided by age in Strand Municipality for 2015-2033. Source: The graph was made based on data from the statistics bank of Statistics Norway (2022).

The graph featured in Figure 6 shows us the current and expected age distribution in Strand. SSB expects stable growth towards 2035 with stability in the group 20-59 years, a decline in the group 0-19 years, and growth in the age groups 60+ years. The population is relatively young now compared to neighboring municipalities. However, the expected age distribution in Strand for 2035 is about the same as the country's overall age development. The aging population is a worldwide phenomenon but has local risks that should be addressed on a local level. National guidelines have been promoting ways in which municipalities can adjust. One of the national goals is to promote physical activity and elderly living in their own homes for as long as possible. This goal is tied to a number of synergies (MHC, 2018) and consequently suggests a need for suited activities in close proximity of elderlys homes. As the proportion of elderly expands, preventative measures must be taken to avoid exclusion. Findings from the elderly regarding development of neighborhood centers are thought to touch upon several disadvantages related to mobility, social opportunities, isolation and civic participation.

Though some elderly actively participate in planning processes, many do not, especially the most vulnerable.

Children

Children are formally excluded from most political processes and must be included in other ways as children are a particularly vulnerable group in urban planning (Espelid. 2021; Mansfield et al., 2021). Poor planning can exaggerate economic, social, and environmental vulnerabilities that arise from the built environment, impacting their well-being and health (Bartlett, 1999: Espelid, 2021; Mansfield et al., 2021: Svevo-Cianci & Doek, 2014). Children have a right by law to be heard in matters that affect them. There is, however, much debate on how to make children's participation meaningful and several studies point out that impactful participation can only occur by embedding children's participation early in planning practices (Espelid, 2021; Mansfield et al., 2021). Research has shown children to be remarkably capable of making responsible decisions that can benefit their communities, which gives them agency over their own development and decisions that affect them (Bartlett, 1999: Esnard & Sapat, 2017: Espelid, 2021; Mansfield et al., 2021: Svevo-Cianci & Doek, 2014).
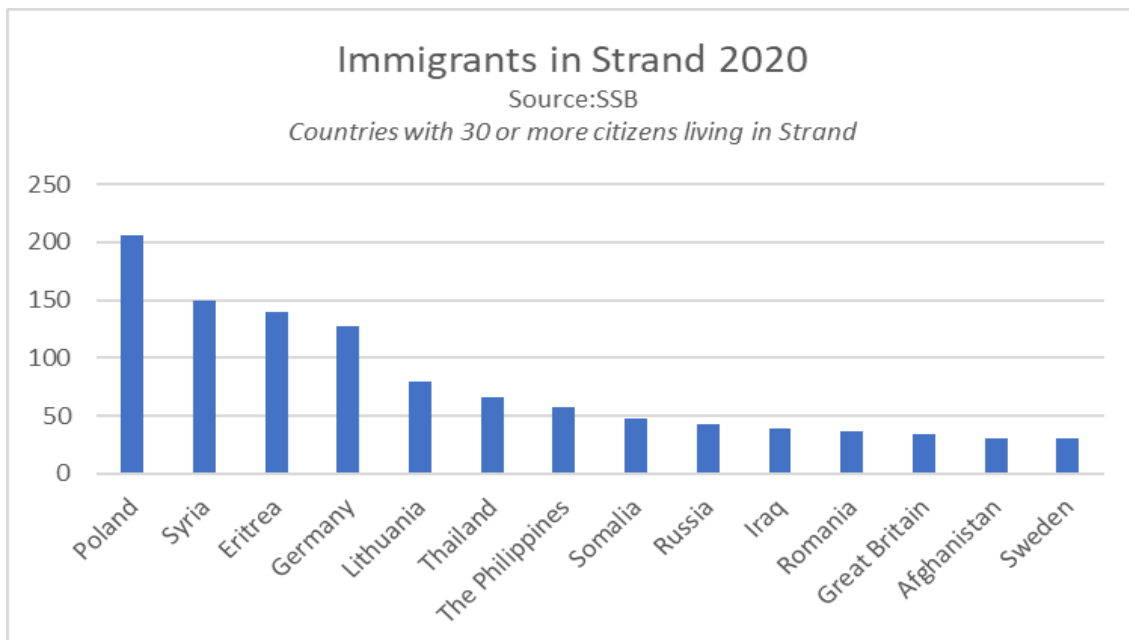
Immigrants

Figure 7. Distribution of immigrants in Strand, including countries with 30 or more citizens living in Strand. Source: The graph was made based on data from the statistics bank of Statistics Norway (2020).

Immigrants make up 9.5% of the local population. Figure 7 shows the distribution between different countries of origin. The immigrant population is also mixed in age, gender, socioeconomic status, reasons for immigration, and length of residence. Due to many immigrants' low socioeconomic status and cultural differences, they can experience exclusion in a multitude of pathways, such as language barriers that limit their access to information or stigmatization that leads to political and social withdrawal (Percy-Smith & Lund, 2002). Immigrants can be vulnerable to exclusion from citizen participation processes under all four of Kabeer's forms for exclusion. Some are formally excluded while they wait for temporary or permanent citizenship, effectively excluded because of their lack of ability to communicate and understand Norwegian processes, or because of their non-participation culture or political choice. Their vulnerability to several forms of exclusion is one of the reasons the national institute of public health has declared that creating measures that enable integration is essential to public health work (NIPH, 2014).

Citizens with disabilities
Traditionally, disability has been understood as a medical condition. Now it is more common to look at the interaction between individuals, society, and their specific situations (Bufdir, 2022). This shift complicates the process of creating statistics on how many people are disabled because there are numerous definitions of disability. There are no specific statistics for Strand municipality, but in Norway overall, 18% of the working population self-reported having a disability in 2020 and 10.4 % of the general population between 18 and 67 receives disability benefits (Bufdir, 2022). Statistics for 2016 show that about 36% of the group that received disability benefits had a mental illness and / or behavioral disorders (Bufdir, 2022). Furthermore, almost 30% received disability benefits due to musculoskeletal system diseases or connective tissue. About 6% of the general population state that they have reduced mobility, while 3% have impaired vision or hearing, 5% state that they have mental health problems, while 9% state that they have a different form of disability (Bufdir, 2022).

Considering the diversity and complexity of this group, when planning neighborhood centers, I would argue that a small group of municipal planners could not possibly consider all the different needs of these citizens connected to their specific challenges without broad open dialog in several stages of planning. The findings could range from lighting and pathway structure to how to make a place accessible for someone with severe social anxiety. A lot of relevant data on different challenges of vulnerable groups has been produced and simplified

for municipal planning purposes, but some challenges are tied to specifics of the location, such as social infrastructure, local culture, historical context, local societal challenges ect. In addition, people with disabilities are underrepresented as political representatives (Guldvik et al. 2010). Researchers see a major need to collect more qualitative information among people in this target group to assess how to meet their needs in a cost-effective and useful way (Oslo Economics, 2013).

Mixed methods

When developing a strategy toward making neighborhood centers that are *inclusive for as many citizens as possible, with a focus on the needs and wishes of the most vulnerable,* a mixed-methods approach was developed. To access future use-behavior, the methods were developed to interpret accessibility from two different angles by exploring both place accessibility, "the extent to which people utilize the place, representing the objective perspective of the accessibility process" (Wang, 2013, p. 4) and people accessibility, referring to a cognitive /affective process in which people objectively evaluate accessibility, through the integrative evaluation of physical and social-psychological accessibility dimensions (Wang, 2013).

Firstly, the objective was to gain a broad understanding of what kind of outdoor spaces the general population has access to and wants in their neighborhoods, proximity to these spaces, whether they need more spaces or want upgrades and expansion of existing spaces and how accessible current outdoor spaces are based on walking paths, safety and other indicators of walkability. For this purpose, a survey for the general population of Strand was developed. A separate simplified visual version intended for children or people with limited reading capabilities was also developed, but unfortunately, there was a problem with internal communication, and this survey link was not distributed on the webpage of the municipality or their social media platforms as planned.

A qualitative interview guide was developed to take on a broad approach to accessibility, with the main purpose of gaining a deeper understanding of the subjective experiences of vulnerable groups. "Effective implementation of multiple methods can lead to more sophisticated answers to research questions and can help overcome the limitations of individual research approaches." (Sovacool et al., 2018. p. 20) Mixed methods are also necessary to evaluate the overall accessibility and inclusivity based on the chosen analytical

framework, as both data sets contribute to the analysis. When placing inclusiveness as the fundamental value that characterizes governance style, public-sector organizations are in a key position to create favorable conditions for inclusive development (Anttiroiko & Martin de Jong, 2020). Throughout the interviews, there was a focus on accessibility and social exclusion in the pursuit of creating inclusive neighborhood centers.

4.2 Data collection

The method development in this thesis is closely tied to the method development for the citizen participation processes. A variety of methods could be used to include citizens in the planning process of neighborhood centers. Traditionally the municipality has announced public meetings, but my supervisor shared a concern early in the process, that from her experience, it is often the same people that show up to public hearings and debates about local development. This is furthermore supported by academic studies which show that traditional methods of citizen engagement in municipal planning often lead to homogenous groups participating (Callahan, 2007). Therefore, groups or representatives of groups living in Strand were asked to participate, along with the predetermined groups, to take part in group interviews. This process is not free from bias, as the citizens could be categorized in groups in endless ways, included at different steps of the process, and approached with a variety of techniques.

Growing access to the internet and digital devices has increased the access to digital engagement in gathering information and taking part in planning processes (Espelid, 2021; Hubbell, 2013). I took advantage of this opportunity and conducted a digital survey. Digital engagement opens many doors for the municipality, yet these platforms often do not support collecting subjective opinions in a nuanced manner. For his purpose, qualitative methods had to be developed. Doga Norway (Design and architecture Norway) has developed an overview of many methods (method chooser) for citizen participation in a Norwegian context (Doga, 2021). These are open to the public on their website and the methods are subdivided into different municipal plans and purposes. The 'method chooser' is a useful tool for both gathering information and decision-making processes. Two of the methods from Doga were modified and utilized.

Statistical data and literature from my internship report were also utilized, which was written during the fall semester of 2021 during my work placement with the problem statement: 'How can municipal participation processes make an impact on local development.'

4.3 Qualitative methods

Interview method

Eight qualitative interviews with 57 respondents were conducted during fieldwork which took place between September 2021 and April 2022 in the form of citizen participation. The respondents are listed in Table 1 in the following page. The interview guide shown in Appendix A, was developed to find indicators on: What purpose the neighborhood center should serve and which services / outdoor places citizens see a need for in their neighborhoods through how they experience accessibility to outdoor places in the municipality. The interview questions focused on neighborhood development, outdoor spaces, exclusion from the built environment and accessibility, *to explore* how the focus groups use their neighborhoods, what places are important to them, how they envision inclusive places and what considerations should be taken to ensure that neighborhood centers are accessible and attractive for their group. As the data was collected through my role as an employee from the planning and administration department conducting citizen participation for the spatial plan, it was also important that the questions were not restricting, so that respondents could voice opinions freely that touched upon different areas of development.

Table 1: Table of research informants

Group	Role of respondents	Interview Setting
Tenth graders from Tau middle school	6 voluntary representatives that had discussed the topics beforehand in each classroom	Group room at the school - Group discussion based on Future workshop method
Tenth graders from Jørpeland middle school	4 voluntary representatives from the tenth grade classes that had discussed the topics beforehand in the tenth grade classes	Group room at the school - Group discussion based on Future workshop method
'Tuesday group' walking group for elderly aged ~60-80. An active group of ~100 members from Strand that meet weekly	28 active members of the walking group	Interviews in pairs and group discussions at stopping points during a 3,5 hour mountain hike in Strand
Council for elderly, a mandated political group that meets regularly and discuss matters of elderly and assists the municipality in political matters that affect them	5 (All) representatives of the council	Group discussion in the municipal hall
Council for people with disabilities, an advisory organ that meets regularly and discuss matters of dissabled and assists the municipality in political matters that affect them	4 representatives of the council	Group discussion in the municipal hall
Jonsokberget day center, a visiting center open from 9-14 for elderly with ~16 daily visitors. The day center promotes social activity and services such as physiotherapy, entertainment and meals.	2 regular visitors and 2 employees at the center	Group discussion together with visitors and employees at the center
Langelandsmoen, care homes for adults with disabilities who live there partially or full-time.	3 employees	Group discussion with employees at the facility.
Eritrean Association, a religious association for Eritreans that organize activities, often family oriented activities.	2 active members of the association and 1 previous member	Group discussion with members at a school were they gather for native-language classes

The goal was to produce findings that were subjective to the group as a whole, not to the individuals themself. By this, I mean gathering opinions and ideas based on the groups' collective interests and challenges. They were asked to reflect on each other's views and ideas for clarity.

A central assumption when developing the research methods is that using citizen participation methods will enable the design and development of socially inclusive places. The reasoning behind this is firstly that the process will allow citizens to engage and participate, giving them a sense of agency, inclusion, and attachment to development. Secondly, focus groups will have the opportunity to impact how the centers will take shape by illuminating how exclusion and accessibility affect them in the built environment. Thirdly, citizens will have the opportunity to voice their needs and wishes for development, under the assumption that places will be more inclusive if collective knowledge is utilized by the planners in a process of co-creation.

The interviews were not transcribed. Instead, the data was summarized the same day and sent to the respondents via email. They were asked to confirm that the information correctly represented the group's opinions and elaborate on any views they felt were lacking. This method is realized as non-optimal for transparency, evaluation, and replication. In an attempt to be inviting, empathetic, and open with the citizens, my best judgment was to proceed with common practice and take pauses to write extensive notes, and confirm any unclarity, instead of recording. It is in everyone's best interest to highlight the areas that are most important to the respondents, and avoid shaping the answers to fit the purpose, which is what was done to the best of my intention.

Planning abstract future sites was assumed to be unfruitful. I presented myself as an employee from the planning department who was working on the new spatial plan. I explained the plan and that the main areas of focus for the interviews was neighborhood development and future neighborhood centers, and that I wanted to explore their habits, mobility and transport patterns, and challenges in daily life. An assumption made is that the neighborhood centers will ultimately be more inclusive if the citizens were not restricted to voicing their opinions about the centers during the interviews, but could voice general opinions about their groups' daily life, social landscape, and most pressing challenges and concerns that the municipality can affect. Therefore, the collected data directly or indirectly

relates to the neighborhood centers. This assumption and whether or not a non-specific, broad approach is fruitful for accessing perceived accessibility, will be evaluated in the discussion.

The three dimensions that are theorized to form perceived accessibility in Figure 5, served as domains to explore when interviewing the vulnerable groups along with domains of social exclusion, to uncover their subjective experiences of accessibility, and to uncover factors that may be significant for the potential utilization of future neighborhood centers. Because not all components in the framework are equally important to all people, the components served as guidelines for the interview, where respondents elaborated on the areas that were most pressing to them. Beyond the guiding topics, the interviews were unstructured because of the anticipation of subjective social challenges and to let the respondents express opinions in the areas that were important to *them*.

The interviews were conducted in groups in the natural places the groups gather, and lasted approximately one hour. Three of the interviews followed a different structure or setting then the others, the two future workshops and the senior hike.

Future workshop

Two groups of tenth graders from Tau middle school and Jørpeland middle school volunteered to participate in a citizen engagement method called 'Future Workshop.' This method focuses on complaining about the current features of the city as a way of reaching solutions and solving challenges in city planning. I chose this method because my eight years of experience in working with teenagers led me to believe that letting them be open and negative (if they want to) is an effective way to engage them furtherly. They were asked to list all the places important to them and what they disliked about these places. We then discussed four topics (city center, mobility, sports facilities/free time and hangout spots) where they were asked to come up with solutions to the problems they presented and new ideas for development in their neighborhoods. They could share their opinions through dialog or write them down on a papir. The participants had gathered information beforehand from every classroom in Tau middle school and from the four tenth grade classes in Jørpeland. We worked with maps and searched google to look at different places to discuss them and clarify. The interviews lasted one hour (Espelid, 2021).

Senior hike

The second qualitative method used during the interviews was Senior hike which was conducted with a walking group called 'Tirsdagsgruppen.' Individuals and pairs were interviewed and there were several group discussions. Interviews were conducted during a 3,5 hour mountain hike in Strand. This particular walk was described as the hardest difficulty level, suggesting that the participants are fairly active and healthy. 28 of the 31 participants were interviewed individually or in pairs and we had larger group discussions at stopping points. This setting was chosen because I wished to target elderly that are active and healthy, and this was a practical way to reach them. The findings must be interpreted somewhat differently than the findings from other interviews, due to the fact that respondents were not asked to clarify and elaborate on most of each other's opinions to form group opinions, as they were in the other interviews conducted in groups (Espelid, 2021).

4.4 Quantitative methods

The quantitative method is a survey of the general population. The survey was made in collaboration with my team at the municipality to serve several purposes and certain guidelines of municipal practice had to be followed. Most questions are intended for other areas of the planning process. Several sustainability indicators were measured, along with neighborhood satisfaction and open ended questions about neighborhood development. These findings along with some of the other relevant findings for the development of neighborhood centers are summarized simplistically for practical reasons and can be found in further detail in Attachment A. One important question that was useful to gather quantitative data on, is where citizens define the center of their neighborhood, which is a question that asked citizens for an open text description of which geographical area (within 400-500 meters of their house or up to five minutes walking distance) they consider to be a natural meeting place. The geographical areas were mapped and analyzed. What functions these neighborhood centers should have, was a second relevant question, as I wished to gather both quantitative and qualitative data on this question. The results are compared and discussed.

In the survey, citizens shared opinions on their local environment and neighborhood. 'Local environment' was given a definition of approx. 500 meters or three to four minutes walk from their residence. The results were divided into four regions (Strand North, Strand South, Tau and Jørpeland) and also divided into each individual neighborhood. Strand South did not get

enough respondents to make a regional analysis, as all respondents were from one neighborhood. A criterion of at least four respondents was set to make an analysis of the given neighborhood due to privacy and quality of results. 26 neighborhoods are therefore included in the survey, the remaining have between zero and three respondents. The survey was announced in an article in the local papir (Strandbuen) and on the municipalities main web page. 475 respondents have partially responded and 386 have completed the survey. Residents spent an average of five minutes on the survey and it was open during 28.10.21-21.11.2021.

Neighborhood boundaries are considered in a simplistic way to be determined by the people living there, and I have not considered the cultural and historical dynamics behind these neighborhood boundaries, nor have boundaries been strictly defined, as this is not necessary to address the research objectives of the survey.

4.5 Research strategy

Inductive inference
The purpose of an inductive research strategy is "[...] to establish descriptions of characteristics and regularities." (Blaikie & Priest, 2019, p. 93) The interview guide was shaped to produce descriptions from citizens about neighborhood development in Strand. This strategy is used to "[...] establish limited generalizations about the distribution of, and patterns of association amongst, observed or measured characteristics of individuals and social phenomena" (Blaikie & Priest, 2019, p. 92). The social world is measured through concepts defined by the researcher (Blaikie & Priest, 2019). The concepts are predefined by litterature and these concepts create the focus areas for the qualitative interviews. The findings are then analyzed and generalized. The inductive strategy aims to produce generalizations based on patterns in findings (Blaikie & Priest, 2019; Espelid, 2021).

Guba and Lincoln (1994) state that ontological assumptions respond to the questions *what is there that can be known* and *what is the nature of reality?* Inductive logic consists of certain types of ontological assumptions. They have in common the assumption that reality is shaped individually and subjectively, and cultural assumptions can stand in the way of accessing these realities. The ontological assumptions for inductive logic can be subtle realist, cautious realist or depth realist (Blakie and Priest, 2019). This study initially also embraces a relativist

perspective, "[...] acknowledging multiple realities and having multiple meanings, with findings that are observer dependent" (Yin, 2018, p. 47).

The epistemological assumptions are concerned with what can be considered as knowledge. The epistemological assumption used with induction is based on conventionalism. In this concept, theories are tools created by scientists for understanding the world, but do not describe reality. Deciding which theories are superior or useful is a matter of judgment made by the researcher (Blakie and Priest, 2019). When collecting data from the interviews, an interpretivist approach is used where data is gathered "[...] by interpreting subjective meanings and actions of subjects according to their own frame of reference" (Sovacool et al,. 2018, p. 15).

The research questions are composed with a constructivist approach which is described by Yin (2018, p. 47) as to "[...] capture the perspectives of different participants and focus on how their different meanings illuminate your topic of study." Finding meaning and contextualizing this within a municipal planning perspective, was an important component of the research."Contextualization seeks to establish the contextual authenticity of reasoning. Specifically, reasoning is viewed as a context dependent process, focused on arriving at what the researcher and the audience judge to be the best explanation for the data in light of the epistemic virtues embraced." (Ketokivi & Mantere, 2010, p. 323) Contextualization is also the main strategy for reasoning of generalizations in later stages of data analysis.

Scope

The scope of the case study is not to produce final answers or decisions regarding the planning of neighborhood centers. There are many stages in the development of the centers, and this thesis will contribute to the early planning processes, which the plan describes as *information gathering*. No final decisions are made about the centers during this first stage, therefore the findings may assist and impact the process throughout the coming stages by presenting findings as guidelines for placement, contents, design, and further involvement from citizens.

4.6 Ethics and consent

Conduction of ethical social science follows the basic principles of avoiding harm to participants and ensuring informed consent while respecting their privacy and avoiding

deception (Skilbrei, 2019). All data has been collected through my role as an intern / employee at the department of planning and administration. Municipal guidelines have been followed throughout the data collection and inclusion processes. No personal data was collected except emails of citizens that wished to participate in the opportunity to win a gift card for participating in the citizen survey. Encryption and secure two-step login was utilized for the storage of data in accordance with municipal guidelines. The winners were chosen shortly after the survey closed and all data connecting emails to people was deleted. The municipality assumes informants take part in citizen participation processes because they want their challenges and needs to be heard and the focus topics and findings can be considered non-sensitive. Still, no information will be made public or utilized in the thesis that could identify specific informants.

5 Empirical Analysis

This section addresses the sub-questions of the research objective systematically by presenting the analysis of the qualitative and quantitative findings.

5.1 Perceived accessibility

The first research question which is addressed pertains to how citizens perceive accessibility to public outdoor spaces in Strand. Across the interviews, there were major differences in perceived accessibility to public outdoor places. The barriers to access were related to both the socio-personal dimension and the physical transport dimension. While the students, immigrants, and walking group described themselves as very active and capable of walking far distances, the other four groups perceived challenges that limited their capabilities to reach public outdoor spaces.

Proximity, walkability, and lack of universal design
The use of wheelchairs and lack of universal design is described as a major limitation in the municipality by several groups. One example brought up by the employees at Langelandsmoen, is the beaches, which are entirely inaccessible because there are no paths. Often it is just a ramp or something simple that would enable them to visit places. According to the respondents, this is the case for many places in the municipality and it takes a lot of planning before the employees can take the residents on a trip. "Here it seems that no one thinks about them" was said about Strand in terms of the residents' opportunities to get around in the municipality, and they wish that the municipality thought more about them when designing places. They say it is challenging to go on trips with larger groups of residents because it is demanding to drive everyone by car, and it is a long way to walk to popular gathering places like Nordlys or Holmen, as shown in Figure 8.
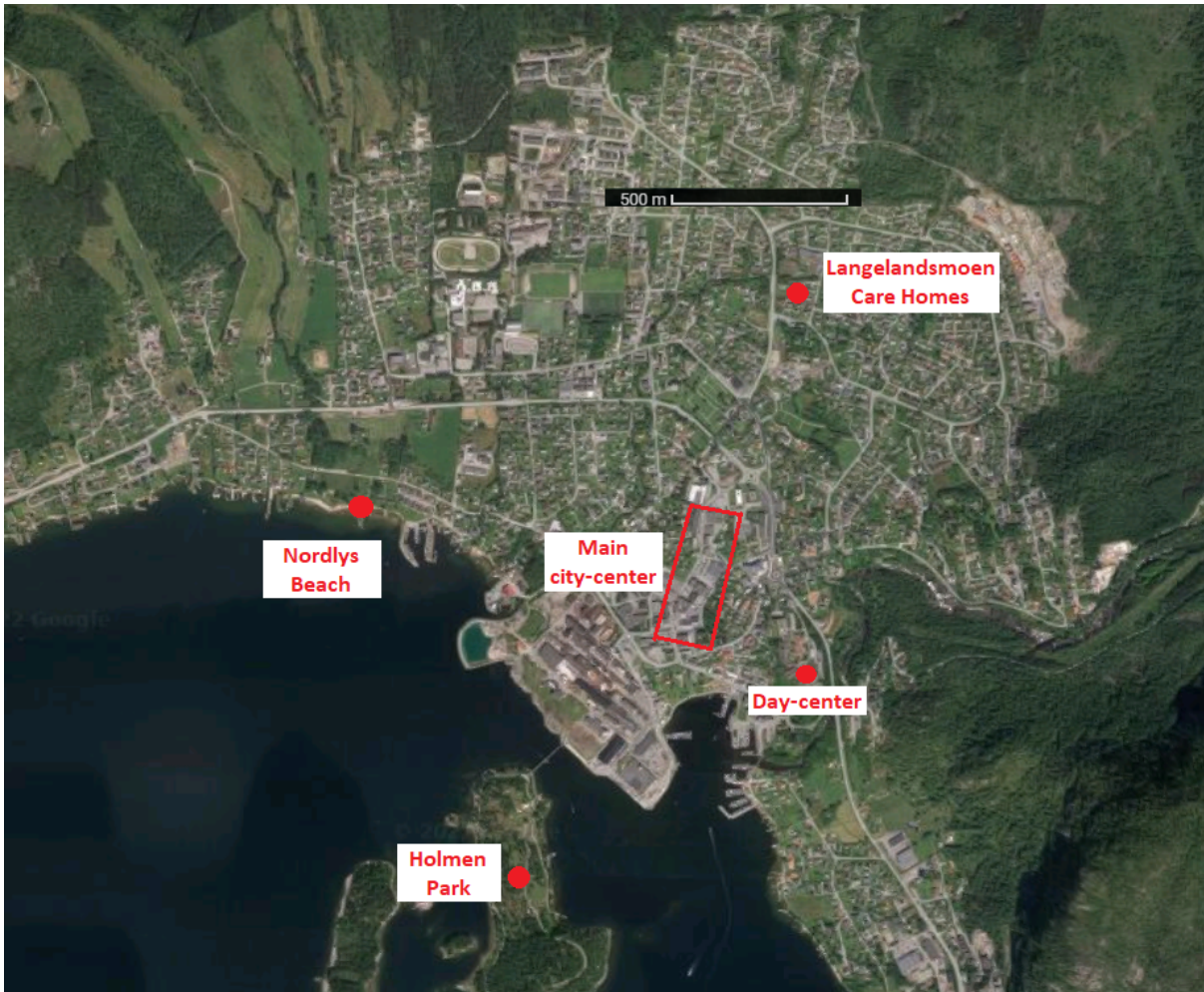
Figure 8. Map of places discussed in the analysis. Source: Edited image retrieved from Google Maps (n.d.).

The residents at the elderly day center sometimes walk together but often have to use extra resources to visit parks and outdoor spaces. For example, when they visit Holmen park, they get someone to unlock a gate so that they can drive all the way to the bridge and walk from there, so they 'don't use up their energy walking there.' They have limited strength when visiting places, and transport can be a strain that makes it too difficult to make the trip out. Residents at the center like Tau better because the center is more concentrated with small distances between shops and cafes. The residents at the day center need wide sidewalks without obstacles if they want to reach an outdoor place on foot. Signs, tables, and chairs can be a major obstacle for many of them. Wide sidewalks solve many of these problems they encounter when walking. Trails made with shingle and crushed stone make it 'impossible to walk'. They say these are things the municipality needs to think about if they want visitors from the day center to use neighborhood centers. Several groups pointed out that the lack of

benches throughout the municipality also makes it harder to reach places, because the elderly need places to stop and rest on the way.

The elderly council is concerned about the walkability to neighborhood centers and walking in general for the elderly because the municipality has a lack of sidewalks, many fragmented sidewalks, and many places that are unsafe and difficult to walk to. The lack of sidewalks is also reflected in the citizen survey as shown in Figure 9.
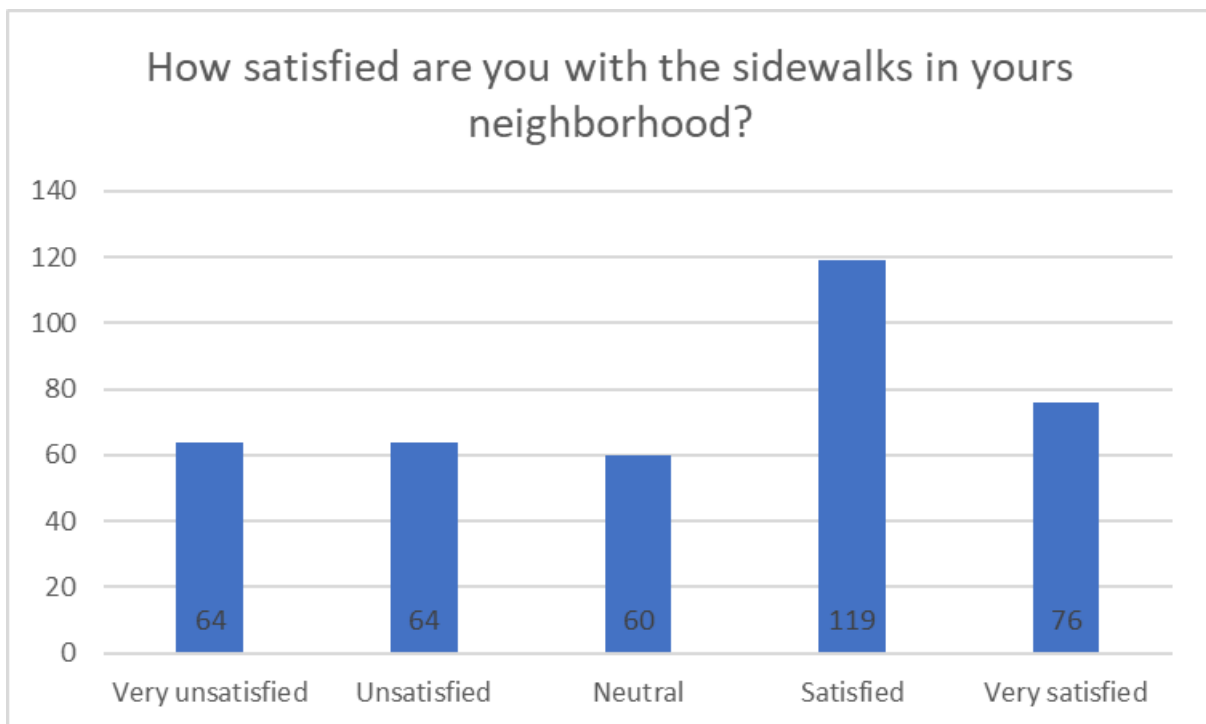

Figure 9. Citizen survey - Satisfaction with neighborhood sidewalks

The citizens are overall, the most unsatisfied with sidewalks in their neighborhoods among the indicators for neighborhood satisfaction including indicators for; safety, walkability, neighborhood trust and friendliness, access to public transportation, trafikk noise, and other noise, municipal maintenance, and the possibility to walk or bicycle. A third of the citizens are unsatisfied or very unsatisfied with the sidewalks in their neighborhoods. This likely impacts the perceived accessibility for many citizens that are dependent on sidewalks, and both the qualitative and quantitative support this. The North of Strand has a lot of challenges due to a lack of sidewalks, which is shown both in the quantitative data and by personal observation and public debates.
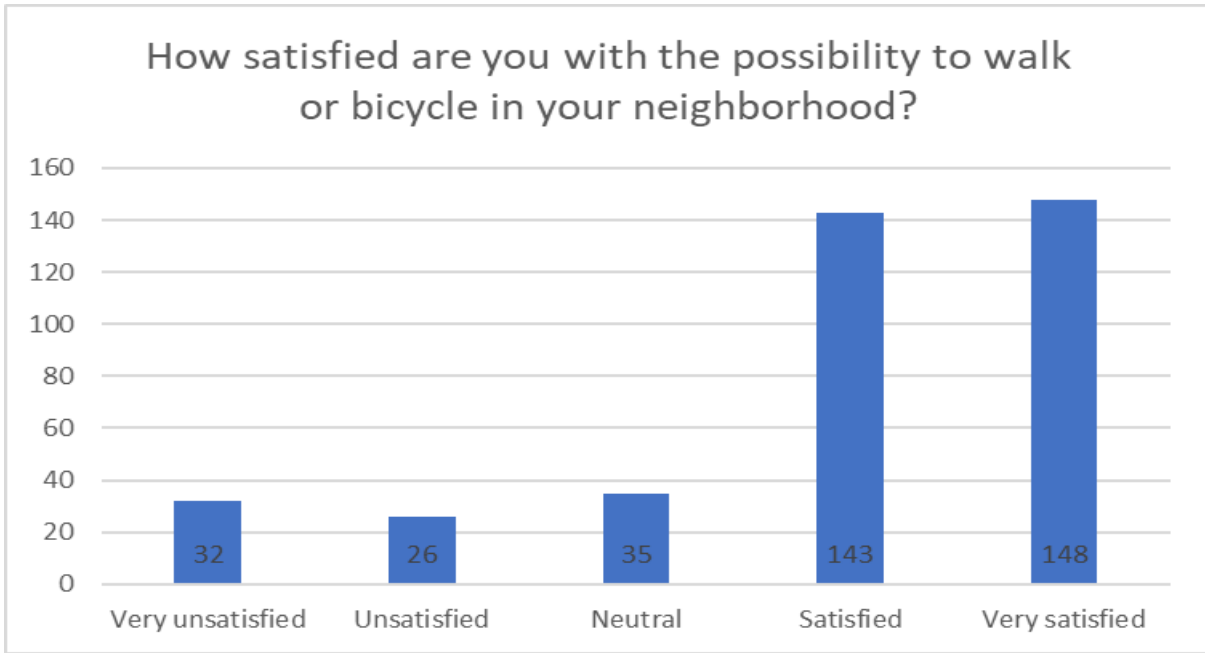
Figure 10. Citizen survey - Satisfaction with the possibility to walk or bicycle

Figure 10 shows that the majority are satisfied with the possibility to walk or bicycle in their neighborhoods, suggesting that sidewalks are not the only influential factor for walkability. The majority of the respondents are adults with children. If they are considering safety for their children, this may also explain why so many are unsatisfied with sidewalks, yet they themselves are satisfied with the possibility of walking.

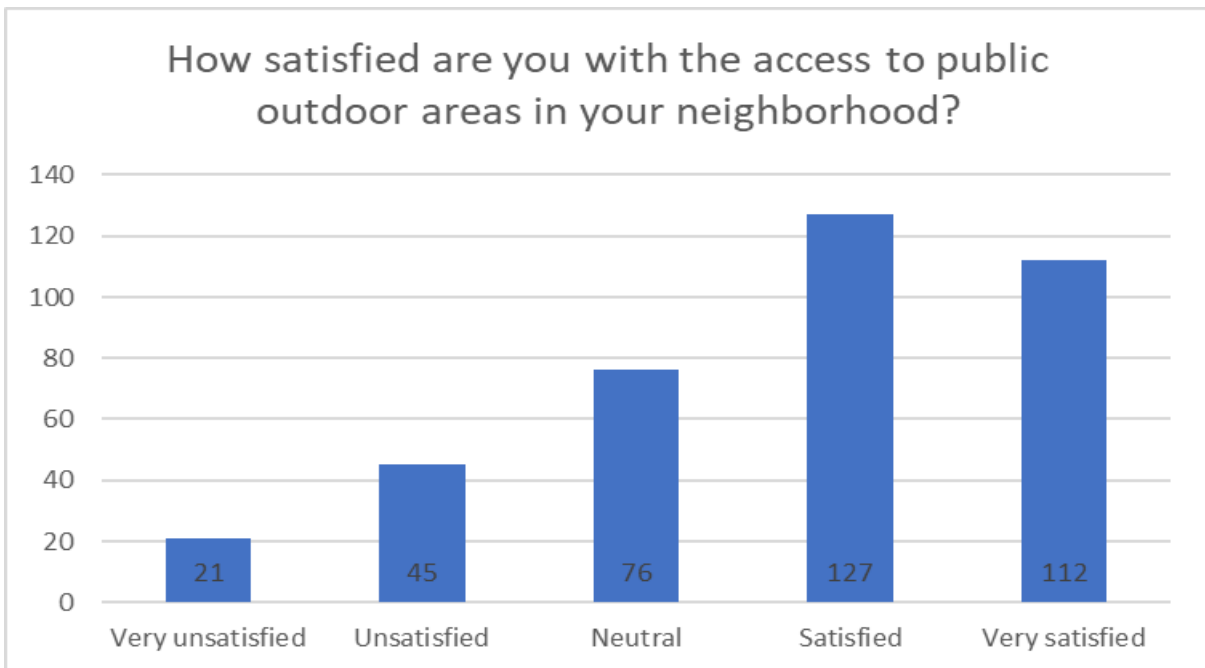*Figure 11. Citizen survey - Satisfaction with access to outdoor areas*

Figure 11 shows that the general perceived accessibility to public outdoor areas is high, though some neighborhoods have local challenges. The qualitative data does not support this finding, however, and many groups pointed out issues that make it hard for them to travel on foot in their neighborhoods. When asking more specific questions in the quantitative survey, such as walking distance to the nearest gathering place (Figure 12) or satisfaction with sidewalks (Figure 9), the results show a more nuanced view of accessibility. Respondents are perhaps not considering these dimensions of accessibility when answering how satisfied they are with the access to public outdoor areas. The question is a bit vague and does define the mode of transport or meaning of access, suggesting that respondents may have been confused or considered accessibility in terms of driving or another mode of transport. In any instance, the incoherence reinforces that accessibility questions should be approached in different ways.
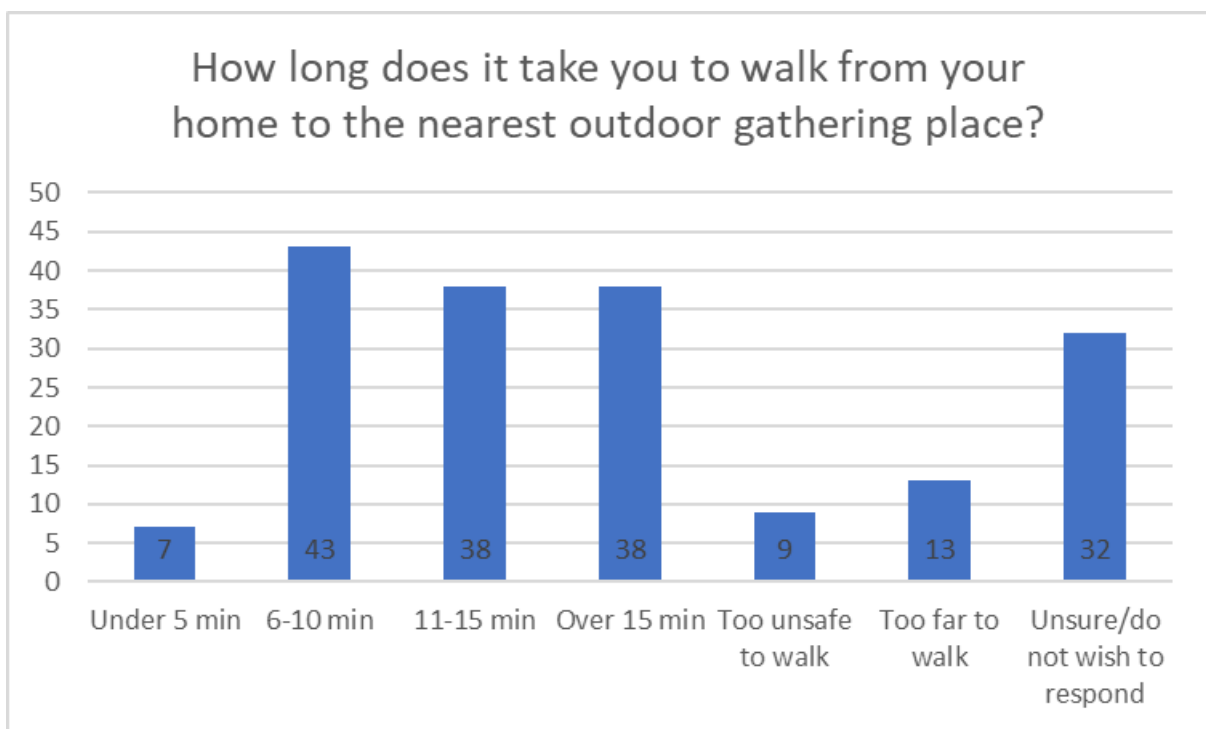
Figure 12. Citizen survey - Walking distance to nearest outdoor gathering place

Figure 12 shows that most citizens don't have an outdoor gathering place nearby in what can be considered their neighborhood. Only 7 of the 180 respondents live within a five minute walk of a gathering place, and the rest of the 383 respondents answered that they did not have an outdoor gathering place in their neighborhoods, preventing them from answering this question. In Strand North, 8 out of 10 state that it is over 15 minutes, too far to walk or too

unsafe to walk to the nearest gathering place, suggesting that this region is the most in need of improvements related to accessibility and/or more gathering places.

Some studies have shown that perceived walking distance is not an objective way of determining walking distance, such as Dewulf et al. (2012) who found that perceived walking distance data collected in surveys is often underestimated compared to realistic walking distance in neighborhoods with low walkability. Overall, the qualitative data shows consistency in a lack of universal design within the municipality, while the quantitative data would suggest the opposite. Some of the suggestions from the respondents in the interviews are to place more benches, create an app for accessibility, and build more and wider sidewalks. These solutions could enable increased access to the neighborhood centers for many groups by improving the safety and walkability to and from these places.

Parking

Parking opportunities affect both the socio-personal dimension and the physical-transport dimension of accessibility to spaces because the lack of access to parking, combined with the experienced stress of not finding parking, prohibits activity. Several elderly groups think there are too few parking opportunities in Strand. The ederly describe that they need wider parking spaces due to sight and mobility and get closer to where they are going. One suggestion is making parking spaces that are only for the elderly. They point out that it is important for them to manage on their own for as long as possible, and parking opportunities will assist them to do so.

Creating new parking spots for better walking accessibility can be somewhat counterproductive. Though it can be hindering for the elderly if they can't park near where they are going, less available parking is generally seen as an enabler for green mobility, and the latter is the point of view that the regional and national plans for mobility commonly projects. There are, however, significant knowledge gaps in how parking influences travel behavior and a lack of valid and reliable empirical studies (Christiansen, 2015). No studies or documented accounts of parking reserved for elderly/seniors were found, suggesting that this is not a tested way of solving elderly's issues with parking accessibility, but it is a possibility to consider for improved accessibility (Espelid, 2021).

5.2 Open space use/non-use and place accessibility

The section will address the question of how public outdoor spaces in the neighborhoods are used in Strand by accessing the current use or non-use of the neighborhoods and place accessibility.

The groups who were most positive to gathering in their neighborhoods, where those with limited ability to reach the more popular parks, beaches and other gathering places, yet these groups described no particular existing areas that they could walk too. Overall, the interview groups generally don't use public outdoor spaces in their neighborhoods much to socialize or do activities, with the exception of the Eritreans. Many of the respondents in the walking group did not see a need for more places to gather outdoors, especially in their neighborhoods. The city center, parks, churches, religious gathering places, and walking paths were mentioned as the most important social arenas for the participants in addition to family visits. With the exception of a few respondents from the walking group, respondents mostly felt the need for parks and meeting places in the neighborhoods was fulfilled.

The students described that they don't have many places to meet in the neighborhoods. They often go large distances from where they live to get to meeting places. In Tau they would most frequently meet around the school area in the evenings or meet somewhere convenient for the activities they planned. In Jørpeland they had more than one common gathering place, but none of these were in the neighborhoods they lived in, but near the city center or the school. The most important use of outdoor public spaces was where they could do activities such as soccer, swimming, and other sports, but none of these places were in the neighborhoods where the respondents lived.

The data from the citizen survey suggests that most citizens both have access to and use public outdoor spaces in the neighborhoods, yet most of the interview respondents did not use their neighborhoods for any particular activities or purposes. Outdoor areas are widely used throughout the municipality. 8 out of 10 inhabitants in Strand stated that they have access to common outdoor areas in their local environment. 6 out of 10 respondents visit daily or weekly. 42% meet people they know in the common areas daily or weekly. The common areas can be considered important arenas to meet neighbors, family, friends, and

acquaintances for citizens of Strand. Based on the findings from the interviews, very little is known about how public outdoor spaces in the neighborhoods are used in Strand. The only respondents who used their neighborhoods actively were the Eritreans who would do activities and go to the playgrounds with their children, but even they, mostly gathered outside of their neighborhood in larger gathering areas such as parks. There is a gap in the data collection regarding what activities the citizens are doing in their neighborhoods and what the purpose of gatherings are. Objectively, place accessibility is high based on the survey, yet the qualitative data doesn't support this finding or uncover what purpose the gathering places hold. This could be due to characteristics of the targeted groups, the way questions were responded to in the survey, or a combination.

5.3 Behavioral intention

This section considers the behavioral intentions by considering how citizens envision an inclusive space and which type of gathering places citizens see a need for in their neighborhood. The findings are divided into indoor and outdoor spaces.

Outdoor spaces
The qualitative and quantitative findings show very different results on what purpose a neighborhood center could serve, due to the two different approaches to the question of which features citizens want and need. The quantitative data suggest that playgrounds are the main feature citizens see a need for, yet the qualitative findings do not support this. Playgrounds were not mentioned often when interview respondents were asked what an inclusive place might look like. They instead focused on social relationships, accessibility, and common interests. This highlights the significance of approaching a question in multiple ways with multiple methods and shows the limitations of quantitative data when creating an inclusive space.

How citizens envision an inclusive outdoor space
The participants from Langelandsmoen are positive about having more gathering places outdoors in the local community. In order for the neighborhood center to be experienced as inclusive for their group, it is important that there is a short walking distance between Langelandsmoen and where they are to walk to. They imagine that a roofed area would be

very useful because then, they can plan more regardless of the weather and stay outside longer. Residents often need motivation and predictability to take part in activities, so they try to avoid bad weather becoming an obstacle for their planned activities. Exercise equipment outdoors is fun for the user group and they can be activated for a long time by this. It can be a good alternative for those who do not want to participate in organized activities. The residents also like to bbq, and they often stay outdoors all morning when they go out. In order for the neighborhood center to be actively used by the user group, it must be easy to get there, without obstacles for wheelchair users, and the place itself must be adapted to their needs.

The council for people with disabilities' main concern with neighborhood centers is universal design. They urge the municipality to be more thorough when considering the principles of universal design when choosing location and design. This should be done in cooperation with the council before choosing location, facilities, and design. The council sees a need for benches and roofed bench areas in the neighborhoods and throughout the municipality so they have more places to gather. The council sees a lack of meeting places for the elderly. This is described as an obstacle for physical and social activity. 'Benches under a roof are enough for us to gather.' The council also thinks it is sad that many playgrounds in the neighborhoods fall into disrepair. They suggest that some of these may be gathering places for groups other than children, with benches and good accessibility for the elderly and people with disabilities. For example by considering principles of universal design.

When asked how the municipality could make the neighborhood centers feel inclusive for the Erirtreans, they answer that there should be plenty of space for everyone and activities for children of different ages. Many of the activities they do indoors and outdoors are with the children, and often with other families with children. They described an inclusive arena as somewhere people with different backgrounds and religions can meet. They think, for example, the skate park (near the center) is an excellent place to socialize because there is an activity that is not organized and you can just go whenever you like. It is easier to gather people and socialize around shared interests such as skating and swimming. The adults also like the possibility of exercising outdoors, with exercise equipment to be a bit like a playground for adults with appliances. They often gather around food and appreciate the barbeques that are available in the municipality, and think this is something we should have in the neighborhood centers.

The residents at the day center believe that neighborhood centers will be inclusive for them simply by being close enough to walk to. They propose that the municipality could for example, place one near the center or expand the outdoor area around the center to be more inclusive for children and different age groups.

In both groups of students, they suggested that any development targeted at attracting youth should be near the schools or city/town centers, *not* in the neighborhoods. In Tau they would most frequently meet around the school area in the evenings or meet somewhere convenient for the activities they planned. In Jørpeland they had more than one common gathering place, but none of these were in the neighborhoods they lived in, but near the city center or the school. They saw a need for some functions in their neighborhoods, such as roofed bench areas, but were concerned that youth might not use these places because they would rather gather in town.

One area that the students envisioned as an inclusive outdoor area, is Prestatjørna (Figure 14), which is located in the middle of two large neighborhoods in Tau as seen in Figure 13. The students used the area a lot when they were younger and want the space to look nice again. The water here is very shallow, so it freezes quickly to an ice rink in the winter but it has become too overgrown to skate in recent years. They want to clear the area, remove reeds and some forest growth and put in place some benches and lights. They think it will be used a lot due to the location and that many have used the area before. It is placed between two large neighborhoods, which makes the area close to a lot of citizens.

Outdoor social gathering places in the municipality were not an important topic for the walking group. Most of the respondents from the walking group think that Holmen or Mølleparken covers the need for parks in Strand, though Holmen was often a bit too far to walk to for some other elderly people they knew. One respondent stated that benches are essential for socializing and inclusiveness. She often sees older men walking alone in the park, and if there is a vacant bench to sit on, she or someone else will stop and talk to those who walk alone. Not having a bench nearby hinders them from talking for long.

Figure 13. Map of Tau. Source: Edited map from the Municipal archives.

Figure 14. Photograph of Prestatjørnet. Source: Municipal internal archives.

Lastly, the quantitative findings should also be considered a contribution towards envisioning an inclusive outdoor space, under the assumption that the spaces should fulfill the needs of its citizens to be inclusive.
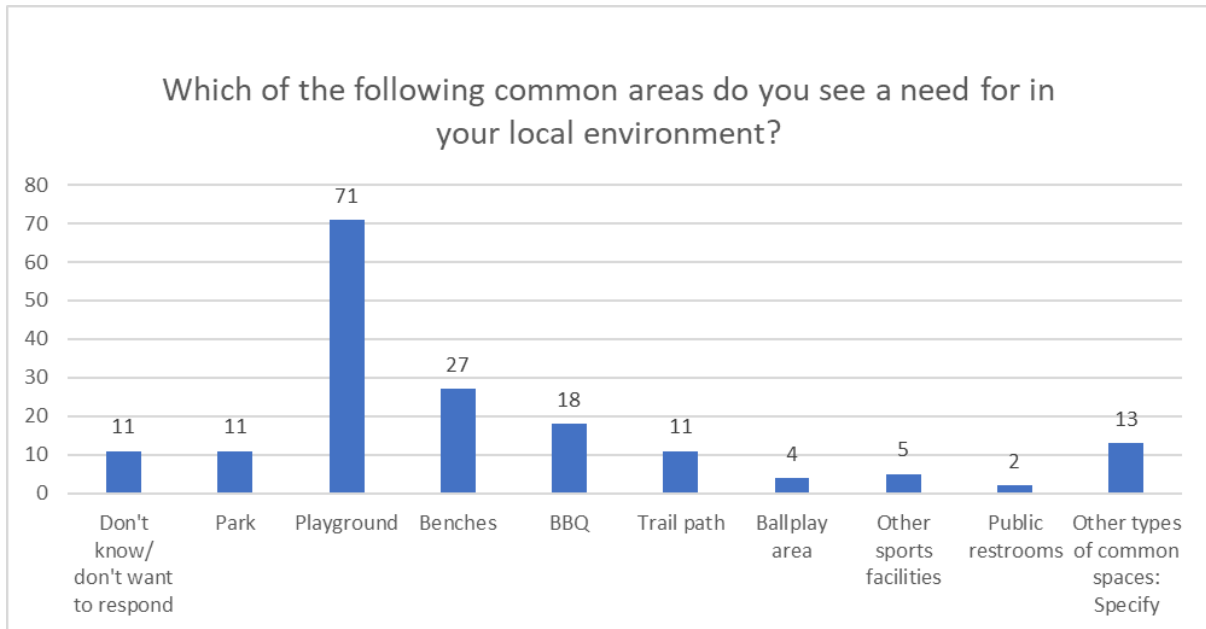

Figure 15. Citizen survey - Common areas needed in the neighborhoods

Figure 15 shows the responses of the 41% of respondents who saw a need for new common areas in their local environment. Of these 41%, 71 of 173 replied that the common area they saw a need for in their neighborhood is a playground. 27 respondents replied bench, and 18 responded barbecue area. Results also varied in the different regions and neighborhoods. It is clear that many citizens see a lack of playgrounds in the neighborhoods, and this is a feature they want there. This is also supported in the free text answers of the survey and in public debates. As a personal observation, many of the playgrounds in Strand are old and unmainteneced.

Indoor spaces

No quantitative data was collected about indoor spaces, as I initially did not consider the possibility of neighborhood centers to be indoor spaces. The citizens were not explicitly asked about indoor spaces in the interviews. Still, a lack of indoor space to meet others and do activities has been the most consistent topic that citizens from different places in the municipality bring up on their own, especially concerning questions about what makes a

place inclusive. Each group described a lack of indoor spaces to gather, each giving different reasons why they need a community center. The students described having barely anywhere to go indoors. The elderly lack places to meet, organize their activities, and meet younger people, which was described by the council for people with disabilities as a major hindrance to social and physical activity.' The Eritreans lack places to meet and arrange ceremonies. Some of the few indoor gathering places are not accessible for certain groups because they are either not shaped for wheelchairs or too far to walk to.

Before the pandemic, there were several places for citizens to gather indoors, but post-pandemic, citizens no longer have access to borrow these places for free. The Eritreans would often gather in large groups, but now, it has become more common to gather in smaller groups inside due to lack of accommodation. Respondents from both the walking group and the employees at Langelandsmoen, stated that there is not much to do if you don't like sports or religion and not many indoor spaces are accessible for them.

The residents at Langelandsmoen have a wide range of exercise activities to do in the afternoon such as dancing, swimming and adapted exercise, and many participate actively, yet they too experience there is almost nothing to do for those residents who are not interested in organized physical activity or religion. They often visit a day center and do various activities there, but '[...]there is a lack of a place inside where the general population and the residents can just stop by. A place where it is natural for different people to meet, such as children of different ages, parents, residents, and others to gather.'

The elderly council saw a need for new gathering places for the elderly to be created in the city center, rather than in the neighborhoods, to increase accessibility for elderly people. The council sees a need for more suitable meeting places for different organizations in Strand. They emphasize that the elderly are an important resource for the municipality, among other things, in terms of volunteer work. The respondents state that having suitable places for them to meet indoors and outdoors is important in order to utilize these resources. Norwegian studies support this claim that the elderly are a major resource in terms of volunteer work, and 6 of 10 elderly take some form of participation (Hansen, & Slagsvold, 2020).

How citizens envision an inclusive indoor space

The Eritreans expressed that they want a place they can gather inside that is child-friendly, for example, with a playroom for children, preferably a place where it is possible to cook. They also need a gathering place because many members are in need of different types of courses and they are good at arranging this for those who want it, if they have a space for it. They also lack rooms for larger events such as confirmations and baptisms.

Employees at Langelandsmoen think that there is a lack of premises to do activities and get together. They would like, for example, a place with an open cafe and various activities and premises that can be rented. Residents need a place to go alone or with staff to meet other people. They think young people should be used as a resource in the municipality for activities and volunteering, for example, that they run a café or that more voluntary activity is organized that they can participate in. They think that using this resource would make it easier for people of different walks of life to meet and that the places would be more inclusive.

On the topic of inclusivity, they mention that many places, for example, the cinemas and concert halls, are adapted for wheelchair users to the extent that they can visit, but the place is shaped so that they sit further away, gathered somewhere else than everyone else, or in an unnaturally long distance from those who use ordinary chairs that they often come with. The staff thinks it makes the residents feel excluded even though the space is physically accessible. They question whether or not it is possible to think a little differently and rather remove some chairs from the cinema so that they can sit among everyone else. They think that the municipality should avoid such schemes and that the residents must be allowed to feel as much as possible like everyone else, and that there are often simple measures to fix these problems. This statement highlights the difference between an accessible place and an inclusive space.

Instead of focusing on inclusive new spaces where they live, the Elderly Council instead urge more suitable housing near the city/town centers. They say that 'we must think new in terms of elderly getting help from neighbors, placement of services and activities in connection with housing.' They are worried about the lonely elderly, and having housing options in central locations is important for their level of activity and engagement in society.

The young people describe desperately needing a place to gather inside. They envision a place where they can gather and have some simple activities like playing pool for example. They also think that the age limits and division of different ages among teenagers, which has been common practice at the youth clubs, has excluded those approaching 18 and that many they know, then rather go out and drink alcohol if there is nothing else organized. They think that young people between 13-17 at Jørpeland get along well and can be gathered all together. They want a place where they can gather near the center, several times a week and especially on the weekends, that is inclusive to other age groups than their own.

When the Eritreans were asked what a social place in their home country looks like, they answer that they are used to nightlife around the cafes and eateries. There are no places like that in Jørpeland. They mention that Narvesen kiosk is a type of place where people can go if they are lonely, and it is easy to just talk to someone. They miss more informal places where you can just 'drop-in.' Drop-in activities are in high demand in the municipality. Pool tables, swimming pools, skating rinks, and indoor spaces where you can come and go as you please without signing up for anything beforehand, are the main interests among the majority of the participants, with exception of the elderly, who have more commonly described interest in organized activities.

Co-location and age integration
Visitors at the day center have very limited mobility and opportunities to pursue outdoor spaces. They think that any outdoor spaces that are seeking to be inclusive for them should be placed within a very short walking distance from the center. If they have to drive, then the location of the centers should have close access to wide parking spaces and consider universal design and colocation. Their main concern is that they have very limited opportunities to interact with children and urge the municipality to do something about this. Regarding the location of the day center and retirement home, both employees and users think that the elderly are 'placed away.' They urge indoor and outdoor spaces that promote the integration of different age groups. The municipality could place a neighborhood center near the day center or expand the outdoor area around the center to be more inclusive for children and different age groups.

Residents and visitors at the day center like to talk to the young people and be close to them. They struggle to bring younger friends to the retirement home and believe there is 'a stigma

around the place because there are only old people there.' They think that elderly friends often do not want to join bingo/dinner/cafe activities at the center because of this. They think that if it were more lively with other age groups, it would be easier to bring friends and get rid of bad attitudes about participating in activities at the day center. They wish it were more natural to place municipal services for different groups closer to each other.

They also find it hard to find suitable homes that have children nearby. They think there is poor diversity at the most suitable apartment blocks in the municipality. For example, the two new apartment buildings in town. Here, there are 'many elderly people but no children.' They would like to have a natural meeting place for children near the day center. The residents dislike being surrounded by other elderly people or being 'placed'(referring to the location of services and housing for eldrely) beyond walking distance of natural meeting places for different ages.

Revitalize instead of creating new places
The citizen survey shows that consistently throughout the neighborhoods, citizens would prefer to revitalize existing gathering spaces instead of creating entirely new ones. 8 out of 10 believe there is a need for improvements and upgrades to existing common areas, while only 5 out of 10 believe that new gathering spaces should be created. The exception was the neighborhoods in the North of Strand, where a higher percentage saw a need for both new spaces and revitalizing existing spaces. There are significant local differences in satisfaction with the quality of common outdoor areas. When specifying which improvement and upgrades residents want, it is mainly the renovation of playgrounds that are mentioned, followed by clean-up and improvement of the beaches and hiking trails.

Social gathering places
Figure 16 visually shows the survey results of where citizens' natural meeting places in the neighborhoods are. Any suggestions that were well beyond 500 meters of the respondents' neighborhoods were not included in the main maps because these responders exceeded the limitation set in the question. The results show that the most popular places to meet were beaches, parks, harbors, and schools. In areas without these features, roofed areas, playgrounds, and soccer fields were the most common places to gather.

Suggested locations for
neighbourhood centres from
the citizen survey

Strand North
1 School/playground Fiskå
2 Harbour Alsvik
3 Recreational area
Bjørheimsbygd
4 School Bjørheimsbygd

Tau
1 Football field Håbakkvegen
2 Playground Strandahagen
3 Beach Kvednaneset
4 Playground Espira daycare
5 Mølleparken Park
6 Harbour Sagholmen
7 Superpark Tau
8 Playground Seljevegen
9 Playground Askevegen
10 Playground Skogalivegen
11 Playground Einarhaugvegen
12 Playground Løbrekklia
13 Playground Tauramarkkroken
14 Playground Midtlevegen

Jørpeland
1 Recreational area Barka
2 Beach Barkavika
3 Beach Nordlys
4 Schoolyard
5 Playground Bregnevegen
6 Harbour Barka
7 Daycare center Førland
8 Football field Blåfjørsvingen
9 Playground Bergflettevegen
10 Playground
Hortensiasvingen
11 Playground Bakkavegen
12 Camping Solvik
13 Skatepark
14 Playground Storevigbakken
15 Playground Sandsteinvegen
16 Playground Marmorsvingen
17 Football field Lynbanen
18 Football field school
19 Playground school
20 Playground Kvitemyrstien
21 Football field Bjørkevegen

Strand South
1 Recreational area Idse
2 Resting stop Lysefjordsenter

Figure 16. Citizen survey - Suggested locations for neighborhood centers

Many respondents did not follow the guidelines when sharing their opinions on where the neighborhood center should be. Though these responses were excluded from the main map, some interesting and relevant findings can be inferred.

Figure 17. Citizen survey - Map of Kvednaneset neighborhood in Tau. Source: Municipal internal archives. Left: Small beach area. Middle: Playground at a daycare center. Right: Mølleparken park - an attractive popular park.

Note: Walking from the center of the neighborhood to the park took 10 minutes, taking a shortcut down a long set of stairs on the way up, which is not a possibility for many elderly or citizens with disabilities. Taking the route around on the way back adds an additional 3 minutes.

Figure 17 represents the suggested areas for neighborhood centers for citizens living within the area of Kvednaneset inside the black ring. The park is well beyond the 3-4 minute or 500 meter range that citizens were asked to follow when sharing their opinions on where the neighborhood centers should be.

Figure 18. Citizen survey - Map of Tungland neighborhood in Jørpeland. Source: Municipal internal archives. Left: Holmen - a popular place to walk, play sports, grill food, and gather. Right: An old soccer field.

Figure 18 shows another similar example. It takes approximately 20-25 minutes at an average pace to walk the distance from the neighborhood to Holmen. Similar patterns are found throughout the data in any neighborhoods located within 20 minutes of a popular area to gather, such as a beach, large park, harbor, or school. In areas where these popular places were a greater distance than 20 minutes, citizens would most often state that the local playground was the gathering place in the neighborhood, along with soccer fields, harbors, and roofed outdoor areas, depending on what facilities were there.

Many respondents consider already popular and attractive places as the main gathering places *for* their neighborhood, even if it is not *in* their neighborhood. A few things can be inferred from this finding. The main inference is that there is arguably little need for new neighborhood centers anywhere in close proximity to an existing popular place to gather. The challenge is in defining close proximity when close proximity means different distances for different people and likely also varies depending on weather, temperatures, and mode of transportation. Another inference is that people prefer to have their neighborhood centers be

at parks, beaches, or schools rather than playgrounds, roofed benches, or soccer fields, even if these places are further away.

5.4 Predicted use/nonuse

This section will quickly address whom the neighborhood centers should be designed to attract by analyzing the predicted use for sub-divisions of the population, and this question will be furtherly discussed in the following section.

The theoretical framework suggests that perceived accessibility may enable or disable a person's opportunity to visit a neighborhood center, yet when an area is perceived as accessible, behavioral intentions such as norms and attitudes are the determining factor for the actual use. The students shared that they are not very interested in outdoor neighborhood centers or other activities in their neighborhoods. Most would rather meet in town, at the skate park, school, or parks during their free time. They saw a need for some functions in their neighborhoods, such as roofed bench areas, but were concerned that youth might not use them because they would rather gather in the town. In both groups, they suggested that any development targeted at attracting youth should be near the schools or city/town centers, not in the neighborhoods. Though the centers will be accessible to the students and active elderly, their behavioral intentions toward the open space use of the neighborhoods indicate that they don't intend to use the neighborhood centers.

The groups who have a limited ability to reach places further away (residents at the day, center, langelandsmoen, and council for people with disabilities), are more interested and positive toward neighborhood centers. Their behavioral intentions were positively oriented towards neighborhood centers being a useful and needed a place for them, indicating that they intend to use the neighborhood centers if they are accessible to them.

6 Discussion

In this section I will answer the main research question by discussing four central arguments, followed by an evaluation of the research methods used for citizen participation and my experiences with the methods.

6.1 Main arguments

The following arguments are heavily based on the findings and citizens' perspectives. Although an academic and municipal perspective is necessary to understand the potential impacts of these decisions and evaluate the findings, the citizens' perspectives have the most important role in guiding the discussion. The arguments provided are based on an amalgamation of the intentions and goals laid out in the plan program, citizens perceived accessibility to spaces, behavioral intent, and the predicted use or nonuse of the neighborhood centers, as well as academic literature and municipal guidelines. Potential costs and existing regulation plans that have not been implemented, are not considered in the discussion.

How can the municipality develop inclusive neighborhood centers utilizing citizen participation methods?

I argue that the main ways the municipality can develop inclusive neighborhood centers through the utilization of citizen participation methods in Strand are by:

1. Designing neighborhood centers mainly for citizens with limited mobility capabilities
2. Improving an existing playground in each neighborhood and upgrading with features for adults, with the exception of the neighborhoods that have a park, school or popular and accessible public beach
3. Building community centers or repurposing buildings for community use in neighborhoods near the city/town centers in co-location with other services
4. Strategically place benches in the municipality to improve accessibility to and from neighborhood centers

(1) I argue that neighborhood centers should be located and designed for citizens with limited mobility capabilities. This would include toddlers and small children, the elderly with limited ability to walk long distances, and people of all ages with disabilities that limit their ability to walk long distances. Based on the findings, groups with limited mobility need nearby social meeting places the most. The students, walking group, and senior council specifically stated that they did not want more meeting places in the neighborhoods because this is not where they prefer to meet. All three groups prefer development in or near the centers targeted for use by their group. The council for the elderly does not see a need for meeting places in their neighborhoods but would rather have more outdoor and indoor spaces to meet near the center, simply because the center is more accessible to the elderly. The survey results also suggest that very few live within five minutes walking distance of a gathering place, yet most citizens still perceive having easy access to an outdoor area.

Social exclusion is best understood in this context by examining reinforcing factors in different domains of exclusion. By Kabeer's definition of social exclusion, many groups experience social exclusion because of decisions the municipality has made in the past regarding the built environment and placement of services, facilities, and common outdoor spaces such as beaches and parks. Understanding people's everyday lives helps us understand the drivers and outcomes of exclusion by examining their social relations and agency level (Anttiroiko & Martin de Jong, 2020). Each domain acts as a reinforcement of the other, greatly limiting their social interaction.

The elderly at the day center described a lack of arenas to seek out younger generations, and the walking group saw a lack of housing options that integrate different age groups. This touches on multiple domains of exclusion, such as social relations, neighborhood community, and socio-cultural aspects. The respondents at the elderly day center also experienced exclusion in the form of stigma about the center and they have a limited ability to reach other places. Silver (2007, p. 15) describes social exclusion aptly as: "[a] multidimensional process of progressive social rupture, detaching groups and individuals from social relations and institutions and preventing them from full participation in the normal, normatively prescribed activities of the society in which they live." The findings have provided many examples of what can be defined as social exclusion of the elderly by Silver and Kabeer, which should arguably be addressed in order to create inclusive spaces.

Accessibility for people with disabilities can be achieved through special solutions, while universal design requires that the main solution must accommodate every user's needs (Aslaksen et al., 1997). The built environment in the local cinema is a representation of segregation, as presented in Figure 2. Wheelchair users can come to see a movie, but have to sit by themself on either side. The respondents proposed removing a few chairs so they could sit with everyone else, which can be considered inclusion as seen in Figure 2. If the municipality wants to create inclusive spaces, any design and location choices should be conscious of avoiding special solutions as givin in this example, and instead, aim to make spaces functional for everyone.

The municipality can learn from existing projects, such as the magical bridge playgrounds in Palo Alto and Redwood city in California, which focus on inclusivity by making the entire space accessible for all children and adults. So that no one will feel self-conscious about using special equipment, they based movement throughout the space on a wooden ramp for everyone, instead of making a steel ramp for wheelchairs. Instead of creating one adopted swing, they instead made all the swings accessible to all (Saltzman & Thompson, 2019). These are just a few examples of how an accessibility mindset is necessary to understand that people with different disabilities must be involved in the process of creating a space that is welcoming and inclusive to them.

Making assumptions about accessibility has not proven to be a good strategy in Norway and there is very little knowledge about the usefulness of universal design for participation in activities among people with disabilities (Oslo Economics, 2013). What studies do support is that aiming for a universal design or inclusive design typically enables use for all ages and does not exclude other groups. Universal design can contribute towards creating an inclusive space with good accessibility and therefore enable a sense of community (Lid, 2009). The Handbook for an Age-friendly Society suggests that a space that works well for elderly and children, works well for all (Ridderstrom & Høyland, 2019).

A reasonable question is how, exactly, can the municipality design neighborhood centers mainly for citizens with limited mobility capabilities? The most obvious answer is to involve them in the design process throughout all stages. It seems that it was hard for respondents to describe anything in particular related to universal design in the neighborhood centers, but instead, they describe a need for a different mindset in the municipality. One that is focused

on accessibility and inclusiveness throughout the design process. Norwegian studies, such as Lid (2009), aiming to operationalize universal design, support this claim, that there is a need for content provision that enables the evaluation of specific solutions.

(2) The second argument is to improve an existing playground in each neighborhood and upgrade with features for adults, with exception of the neighborhoods that have an existing park, school, or popular and accessible public beach. There is no data in the findings that imply that it is necessary to create new spaces or upgrade existing playgrounds that would compete with already popular places. On the contrary, the citizen survey showed that there is a preference to revitalize instead of create new spaces. It also showed that citizens first and foremost want their playgrounds to be revitalized while the interview respondents elaborated on what features they see a need for.

Play is an essential component of childhood development and children's well-being and mental health (Fernelius & Christensen, 2017). The benefits of having access to a playground have been demonstrated in Norway, such as Nordbo et al. (2019) who found that children who have close access to a playground participate in more organized social and physical activities during both summer and winter. The characteristics of an inclusive playground are that they go beyond the physical aspects of accessibility and aim to create opportunities for social interaction and inclusion (Fernelius & Christensen, 2017).

Several groups voiced their need for roofed areas known as *Gapahuk* in Norway. The respondents provided several reasons related to social inclusion and planning predictability for creating neighborhood centers with roofed areas near facilities and housing for people with mental or physical disabilities. This was also a common request in the free text answers of the citizen survey.

Several groups also voiced their opinion about creating more outdoor training activities. Increasing physical activity is a goal in itself for improving public health. As established in the literature review, physical exercise contributes to several synergies that can benefit the local community and save the municipality costs on health care. Parks have critical functions in the physical environments that enable active lifestyles and physical activity (Hoehner et al., 2005), and access to physical activity outdoors, known as green exercise, can provide substantial health benefits beyond physical activity in other environments (Calogiuri et al.,

2016), making outdoor exercise very beneficial for the community in several ways. Based on the results and goals laid out in the plan program regarding co-location, there is a strong foundation to combine playgrounds with outdoors training facilities and roofed areas.

3) The third argument for how the municipality can create inclusive neighborhood centers is to build community centers or repurpose buildings in neighborhoods near the city / town centers in co-location with other services. The findings from the interviews consistently show that citizens are in need of indoor community centers. Both in Jørpeland and in Tau. Pre-pandemic there were more places to gather but somehow these temporary regulations turned into permanent exclusion for many groups and it is more common now to pay rent for using spaces for gatherings. The citizens provide many reasons and perspectives on why there should be a place to gather indoors. Almost all interview groups discussed the need for a place to arrange activities, drop-in or have a regular meeting place. A community center is also at the nexus of many other societal issues they discussed, such as co-location of services and age segregation. The municipality could consider if some of the neighborhood centers in the most central areas in Strand, such as Jørpeland, Tau and Fiskå, could be locations for indoor community centers.

The combination of social exclusion of different domains regarding placement of the retirement homes and activity center, a lack of places to meet younger generations nearby and a lack of suitable housing with mixed age groups, leaves the residents at the day center and nursing homes with very few opportunities to see and interact with children. The government's strategy of 2016 for an age-friendly society recommends using the potential of co-location of services to improve the independence and active living for the elderly. Considering the results of the interviews, the most impactful ways to improve walkability and neighborhood development for the elderly in the municipality, may be to implement a long term strategy for co-location of municipal services (library, nursing homes, sports facilities, schools, community centers, neighborhood center etc.) (Espelid, 2021).

The need for community centers was an unexpected finding. When citizens were asked to describe an inclusive place, they mainly focused on indoor spaces first, which highlights that we should be realistic as planners about making inclusive outdoor spaces in a country where it gets relatively cold, dark, and wet for large portions of the year. Beyond indoor spaces, some cities have started to adapt to this reality such as Vancouver, where a design

competition for rain-friendly public spaces was held in 2019, called 'Life Between Umbrellas' to encourage weather-conscious inclusive places (Glover, 2019). Gothenburg has also started a project dedicated to making their city rain-friendly. Among the plans, two playgrounds have been built that collect the rain in various ways that children can play with while providing separate dry spaces for parents who do not want to get wet (Tekna, 2019). Many similair examples can be found of ways to create weather-conscious inclusive outdoor areas.

4) The final argument is to strategically place benches in the municipality to improve accessibility to and from neighborhood centers. A broad focus on accessibility illuminated a new way of thinking about inclusiveness. The elderly and people with disabilities have voiced their opinion that the municipality has significant barriers for mobility and use of outdoor spaces, touching upon multiple domains of exclusion. The residents at the day center said the neighborhood center would be inclusive if they could get there. As described by Anttiroiko & Martin de Jong (2020), the underprivileged, *or socially excluded*, have lower levels of expectations for chances of success and enjoying life. The residents' expectations and needs were very subtle compared to other groups, which could be a sign that they don't expect much from the municipality. The municipality is facing many challenges with an aging society but is currently still in a position to make impactful changes to the built environment and has a responsibility to do so. One of these impactful changes is to enable autonomy and well-being in old age by improving accessibility to interesting places.

Many respondents approached accessibility by discussing a lack of parking opportunities. The large focus on parking amongst the elderly interview respondents could be a natural consequence of the low perceived accessibility of certain places in Strand. Parking areas are typically addressed in the spatial plan. The planning department communicated that suggestions for more parking anywhere near the center are not likely to materialize due to the conflicts with national interests, but expanding parking that enables people to be active, is not in conflict with other known interests and has a high chance of being implemented. The municipality will have to make decisions on whether to improve accessibility to existing neighborhood centers, create neighborhood centers closer to concentrations of elderly and people with limited mobility, or improve parking if they wish to enable inclusion. Placing more benches is low-hanging fruit for the municipality, which could increase physical activity, social opportunities, and accessibility, according to the citizens. Benches serve many

purposes highlighted in the qualitative data, and they are relatively uncostly and simple measures compared to the other options.

At this point, it is still too early to know exactly what will be prioritized in Strand. Budget and sufficient funds are an understated major constraints, not discussed in this thesis. Building new schools in Strand has been an expensive priority that has tied up many funds in recent years and it is hard to say what the municipality may prioritize. The budget can stop some suggestions from even being considered to be implemented in the plan proposal, and if they are included and approved, the budget also constrains the materialization of implementations. There are for example many roads, buildings and sidewalks that are in regulation plans, but have never been built and likely never will be, due to priorities and insufficient funds.

6.2 Evaluation of the citizen participation methods

An observation of this process is that when it comes to spatial plans, people generally don't know much about them. Most lacked insight into how their needs and wishes translate into a spatial plan because respondents knew little about this plan, what it is used for, and processes regarding political barriers, considerations of needs of other groups, guidelines, analysis, laws and regulations, budget and so on. Respondents instead hold great knowledge of what could improve their quality of life and need a mediator to translate these needs into planning objectives. My role in the process became to listen to and guide these needs towards specific measures that are useful for the spatial plan. Qualitative interaction as a mediator was, therefore, the key to finding useful and practical information (Espelid, 2021).

The qualitative and quantitative methods largely sought answers to the same overarching research questions, yet the different methods produced widely different answers, showing the complexity of the task of creating meaningful participation methods. Findings do not always support each other but rather highlight different perspectives of how to answer the questions. An example is a question of what facilities citizens saw a need for. The quantitative results show that playgrounds were the most wanted feature. When asking interview respondents, playgrounds were hardly mentioned, and they instead gave depth and nuance in their reasoning for why there should be a community center. No respondents mentioned a

community center in the quantitative survey when asked to respond in the free text about *what new features they would like in their neighborhoods*. Yet, somehow, this was a central topic to most interview respondents. One assumption from this incoherency is that municipalities should actively seek out groups who do not commonly participate if they want nuanced answers to questions.

I recently participated in a citizen future workshop in Stavanger where every participant was personally invited because they show an active interest in developing the local community. Though this will likely provide some benefits, and there were workshops that targeted other groups, this form of sampling could be considered the opposite direction of how I would argue citizen sampling should be to create an inclusive neighborhood or neighborhood center. Representative participation is a major challenge in citizen participation processes (Yang & Pandey, 2011), and thus there is a cause for concern about why there are so few established methods to reach out to diverse groups. The traditional method of making an advertisement in the newspaper about citizen participation activities and just including those who show up is arguably not sustainable for inclusive development. Including citizens who do not commonly participate produced findings that were not discovered through a quantitative approach.

I struggled to find minority participants, and many did not respond. Municipalities could consider direct engagement and dialog with citizens of other cultures to ensure clear communication about participating opportunities in planning processes. Reaching the Eritrean society was my third attempt at contacting a minority group in Strand. They were positive about participating after a friend, and former member of the association explained my intentions to them. The members of the Eritrean association were asked if they were able to find out about events in the municipality. They answered that they are usually informed about large events but that they were more connected to the society when they first arrived and attended adult-education classes, where someone conveyed information directly. They say they use very little social media, and information is spread mainly through dialogue with friends. I have had similar experiences in an unrelated project aimed at getting minority parents more involved in civic activities, where I often found that they needed much clearer and more elaborate guidelines about activities to consider going, and information about activities most often came from friends rather than other channels. I therefore argue that specific groups must be targeted, and the municipality should be pervasive in the pursuit of

including citizens that do not usually participate, rather than indirectly inviting them to open meetings.

Many different domains of accessibility were explored, often the domains that respondents themselves focused on. This process would have been easier with more established methods for this context, which is arguably an important method for municipalities to develop furtherly and collaboratively with people with different disabilities. The positive side of taking a broad approach to perceived accessibility was that the respondents talked about a wide range of topics. This helped form a picture of the main challenges for reaching places and how exactly to plan neighborhoods in a more accessible way and more emotional subjective challenges such as elderly at the day center who were unable to interact with younger generations. The negative side of taking a broad approach was that these methods produced a lot of data on a lot of topics. Broad data complicates defining some key areas to focus on or some key arguments for the plan. Using both quantitative and qualitative methods also amounts to a lot of data. Given more time and resources, a lot more data could have been presented to illuminate other areas of interest by discussing specific neighborhoods and their local challenges with accessibility. For example, one neighborhood in Jørpeland had dozens of complaints about the lack of traffic safety and sidewalks, which is significant for inclusive development in that area. A broad focus on accessibility in small specific locations would likely produce more practical implications for future researchers and municipalities, than focusing on the municipality as a whole.

A classmate made an observation that respondents were most concerned with themselves and did not often think of the common good. This could be caused by the way the questions were shaped because I was specifically trying to uncover their needs and wishes. There could alternatively or simultaneously be a deeper problem for citizens to consider the needs of others when conducting methods of participation. This is an interesting challenge for municipalities to engage furtherly with. How can the municipality develop citizen participation methods that bring out people's sense of community and the common good, and could this be a more fruitful direction for participation methods? Considering that homogenous groups of participants usually participate, a focus on the common good could help minimize this issue by expanding consciousness toward other citizens' needs.

New guidelines for municipalities promote the view that everyone needs special care at certain points in their lives and needs specific adaptations in the built environment, bridging the traditional gap between capable and differently disabled. To move from accessibility to inclusion, I argue this differentiation is significant. Much more could have been done on my part to understand different forms of disabilities during the process. There appears to be much more to be discovered, and I would be cautious about assuming that these findings are sufficient to say that people with disabilities have been heard in this context. Perceived accessibility regarding certain cognitive and mobility disabilities were analyzed, yet there are also neural, speech, hearing, and vision-related disabilities. Looking back, I am uncertain that making generalizations about opinions of people with disabilities is fruitful in this context, and findings can only illiminate perspectives from a narrow range of disabilities. I have yet to come across a Norwegian municipal participation process that reported anything related to understanding how specific built environments affect a wide range of people with disabilities. A broad focus on accessibility in small specific locations would likely produce more practical implications for future researchers and municipalitites, then focusing on the municipality as a whole.

6.3 Conclusion

This thesis aimed to provide insights for municipalities and spatial planners that contribute toward the development of inclusive neighborhood centers. The main research question was: *How can the municipality develop inclusive neighborhood centers utilizing citizen participation methods?* The analysis and discussion drew on group interviews and a survey of the general public, which were conducted as forms of citizen participation. The findings were discussed in relation to perceived accessibility, social exclusion theory, and municipal planning processes.

I argued that the main ways the municipality can develop inclusive neighborhood centers through the utilization of citizen participation methods in Strand are by designing neighborhood centers mainly for citizens with limited mobility capabilities, improving an existing playground in each neighborhood, building community centers, and strategically placing benches. The arguments were grounded in citizens' perspectives and use-behavior, with attention to social exclusion and citizens' perceived accessibility to public outdoor spaces. The most significant argument is likely that the neighborhood centers should be

located and designed for citizens with limited mobility capabilities, a very unlikely finding with traditional planning methods which could be a useful starting point for Strand or other municipalities to guide the planning processes of neighborhood centers. Examples from other cities were supplied to illuminate how the municipality can furtherly integrate inclusiveness into its planning process.

Based on the conclusion, future research is needed to determine if similar use-behavior among sub-groups of the population are found elsewhere. The question of how citizens use their neighborhoods, also remains largely unanswered and future researchers may consider developing new methods to approach this question along with new methods to reach out to diverse groups. Social exclusion indicators need more attention from researchers and municipalities to be fully developed into a useful tool for participation processes. One of the challenges in this thesis for developing inclusive spaces was a lack of indicators of social exclusion to fit the context of local spatial planning. Combining the accessibility framework with social exclusion theory was difficult in many ways, and needs to become more practical for spatial planners. Future researchers could furtherly explore and develop indicators of social exclusion and accessibility from a planning perspective.

A final unexpected answer to the main research question of *how the municipality can develop inclusive neighborhood centers utilizing citizen participation methods* came from a reflection of what a public space is. The phrase 'public space' is somewhat odd, as a public place is not shaped by the public, so to say, but by political representatives, planners, and the few citizens who voice their needs to the right people at the right time. An idea came to mind after the last interview while observing Arnsteins' (1969) ladder of participation, that the plan could regulate the neighborhood centers to allow citizens to add features and build structures without a formal application or construction application, enabling delegated power and citizen control. Enactment of this idea could be considered a synergy where citizens gain self-governance, autonomy, responsibility, ownership, and freedom while also shifting the municipality's role into a distributor of neighborhood centers, not necessarily a designer or administrator, saving the municipality time and resources on planning. The planning supervisor was very positive about this idea and will consider how to implement it in the spatial plan. Implementation might entail the development of certain guidelines for the common good, such as following principles of universal design. The municipality could also

develop a simplified funding system for building materials, features, or facilities. This could be very interesting to explore in pilot projects and future research.

My personal experience from talking to the elderly is that they draw a picture of their world getting smaller with age. The few people they meet and the handful of places they inhabit on a weekly basis are very important to them. This is also my experience in working with mentally and physically differently-abled children in the past, that their worlds are smaller both in space and in social landscapes, and that each experience outdoors and every interaction with others is impactful. Based on previous work experience, being a citizen in Strand, and the findings discussed at length above, I hold that the municipality has a responsibility to enable the well-being of people with limited mobility, and to respect that they cannot be expected to scream the loudest in the sea of demands from the public, but rather should be actively sought out throughout planning processes to understand and address their specific needs.

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Appendix A - Interview guide for qualitative interviews (translated from Norwegian)

What places are important to you and your friends?

What places do you usually visit inside and outside the municipality?

How do you spend your free time?

Where do you meet friends or socialize and what do you do?

Do you feel unsafe at any of these mentioned places?

Do you feel you have opportunities to socialize with people outdoors?

Are there any places unavailable to you? (Exclusion because of age, walkability, accessibility, etc. *adapted to group*)

What do you do alone or with friends, family, and neighbors in your neighborhood?

What should the municipality consider regarding the location of neighborhood centers?

How do you usually get around? *Also in reference to the places they spend their free time.*

Are there any places you feel it is unsafe to walk, bike or drive?

What makes an outdoor place feel inclusive to you?

What kind of services are lacking in the municipality?

Ethnic minorities were also asked what social meeting places looked like in their home country and asked in different ways whether there was anything they could share about their culture that might make neighborhood centers feel more inclusive for them. For example, modes of socialization, locations, or design.

Appendix B - Survey questions (translated from Norwegian)

1. Information about survey.

2. Select gender
1. Woman
2. Mann
3. Non binary
4. Do not want to share

3. Select age
1. 0-9
2. 10-19
3. 20-29
4. 30-39
5. 40-49
6. 50-59
7. 60-69
8. 70-79
9. 80-89
10. 90-100
11. Do not want to state age

4. Select marital status
1. Unmarried
2. Cohabitant / partner
3. Married
4. Do not want to share

5. Do you have children living at home?
1. Yes
2. No.
3. Do not want to share

6A. How many children do you have living at home aged 0-9?

1. 1

2. 2

3. 3

4. 4

5. 5+

6. 0

7A. How many children do you have living at home aged 10-18?

1. 1

2. 2

3. 3

4. 4

5. 5+

6. 0

8. What part of Strand do you live in? *

1. Jørpeland

2. Tau

Strand north (Amdal, Alsvik, Kjølevik, Fiskå, Voster, Heggheim, Bjørheimsbygd, Sørskår, Døvig)

4. Strand sør (Oanses, Kolabygda, Idsal, Idse, Botne.)

9-12(divided by region and neighborhood depending on answer in question 8). What local area do you live in or near?

13. How satisfied are you with your local community on each of these points: By the local community is meant up to approx. 500 meters (3-4 minutes to walk) from your home.

Access to common outdoor areas

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

14. Quality in common outdoor areas

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

15. Municipal maintenance Road work, signs, street lights, etc.

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

16. Appearance of homes and private gardens

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

17. Traffic level

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

18. Traffic noise

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

19. Other noise

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

20. Access to public transport

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

21. Opportunity to cycle or walk

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

22. Sidewalk

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

23. General security in the neighborhood

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

24. Kindness among neighbors

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

25. Trust in neighbors

1. Very dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Very happy

26. Are there meeting places or gathering places in your local community? 500 meters (3-4 minutes to walk) from your home.

1. Yes

2. No

3. Do not know / Do not want to share

27A. Where are the meeting places or gathering places in your local area? By the local environment is meant up to approx. 500 meters (3-4 minutes to walk) from your home.

28A. How long does it take to walk from your home to the nearest meeting place or gathering place?

1. Under 5 minutes

2. 6-10 minutes

3. 11-15 minutes

4. Over 15 minutes

5. Too unsafe to walk

6. Too far to walk

7. Do not know / do not want to share

29. Are there common outdoor areas in your local area? (Park, playground, recreation areas, hiking trails, sports facilities, beach, etc.)

1. Yes

2. No

3. Do not know / Do not want to share

30A. How often do you visit common outdoor areas in your local area? (Park, playground, recreation areas, hiking trails, sports facilities, beach, etc.)

1. Daily

2. Weekly

3. Monthly

4. Rarely

5. Never

6. Do not have common areas

7. Do not know / do not want to share

32. How often do you meet acquaintances (family, friends, neighbors, acquaintances) in the common areas of your local community?

1. Daily

2. Weekly

3. Monthly

4. Less often than monthly

5. Never

6. Do not know / do not want to share

33. How many of your closest neighbors do you know?

1. None

2. Under half

3. About half

4. Over half

5. All

6. Have no neighbors

7. Do not know / do not want to share

34. How often do you talk to your neighbors?

1. Daily

2. Weekly

3. Monthly

4. Less often than monthly

5. Never

6. Has no neighbors

7. Do not know / do not want to share

35. Does your local environment need more common areas? By the local environment is meant up to approx. 500 meters (3-4 minutes to walk) from your home.

1. Yes

2. No.

3. Do not know / Do not want to share

36A. Which of the following common areas do you see a need for in your local community?

1. Do not know / do not want to share

2. Park

3. Playground

4. Seating and bench

5. Barbecue area

6. Walking path

7. Fenced ball-play area

8. Other sports facilities

9. Public toilet

10. Other types of common areas - Specify

36B. Free text - specify common areas

37A. Can you specify where you think the common area could be located?

38. Is there a need for improvements and upgrades of the common areas in your local area?

1. Yes

2. No

3. Do not know / do not want to share

39. What improvement would you like to see in the common areas? Specify where.

40. Do you have any comments on this survey or other input about your local community development?

Attachment A - Citizen Survey Report

Questionnaire, findings, and regional analysis (in Norwegian).

SPØRSMÅL - INNBYGGERUNDERSØKELSE - NÆRMILJØ OG NABOLAG

1. Informasjon.

2. Velg kjønn

1.   Kvinne

2.   Mann

3.   Ikke binær

4.   Ønsker ikke å oppgi

3. Velg alder
1.   0-9
2.   10-19

3.   20-29

4.   30-39

5.   40-49

6.   50-59

7.   60-69

8.   70-79

9.   80-89

10.   90-100

11.   Ønsker ikke å oppgi alder

4. Velg sivilstatus

1.   Ugift

2.   Samboer/partner

3.   Gift

4.   Ønsker ikke å oppgi

5. Har du barn boende hjemme?

1.   Ja

2.   Nei

3.   Ønsker ikke å oppgi

6A. Hvor mange barn har du boende hjemme i alder 0-9?
1.   1
2.   2

3.   3

4.   4

5.   5+

6.   0

7A. Hvor mange barn har du boende hjemme i alder 10-18?
1.   1
2.   2

3.   3

4.   4

5.   5+

6.   0

8. Hvilken del av Strand bor du i?*

1.   Jørpeland

2.   Tau

3.   Strand nord
(Amdal,Alsvik,Kjølevik,Fiskå,Voster,Heggheim,Bjørheimsbygd,Sørskår,Døvig..)

4.   Strand sør (Oanses,Kolabygda,Idsal,Idse,Botne.)

9A. Hvilken lokalområde bor du i eller i nærheten av?   Jørpeland Hvis du ikke finner området kan du velge Annen nederst og skrive stedsnavnet/lokalområdet.

1.   Barka

2.   Barkved

3.   Brautene

4.   Dalen

5.   Dollardalen

6.   Fullshammaren

7.   Førland

8.   Førlandsnuten

9.   Grønevoll

10.   Heia

11.   Jørpeland sentrum

12.   Jøssang

13.   Krokhøl

14.   Langeland

15.   Leite

16.   Leitevegen

17.   Nybu

18.   Nag

19.   Nedre fjelde

20.   Nordlys

21.   Moen

22.   Klovsteinsbekken

23.   Resahaugen

24.   Reset

25.   Skarbekken

26.   Skolebekken

27.   Svenskebyen

28.   Tungland

29.   Vågen

30.   Øvre fjelde

31.   Annen

10A. Hvilken lokalområde bor du i eller i nærheten av?   Tau Hvis du ikke finner området kan du velge Annen nederst og skrive stedsnavnet/lokalområdet.

1.   Heiabakkene

2.   Helland

3.   Håbakk

4.   Kvam

5.   Kvednaneset

6.   Melberg

7.   Myrane

8.   Møllehagen

9.   Nes

10.   Nordland

11.   Osabakkane

12.   Prestaneset

13.   Prestegarden

14.   Solbakk

15.   Strandahagen

16.   Tau sentrum

17.   Taumarka

18.   Tautunet

19.   Tjøstheim

20.   Tveit

21.   Ugeli

22.   Annen

11A. Hvilken lokalområde bor du i eller i nærheten av?   Strand nord Hvis du ikke finner området kan du velge Annen nederst og skrive stedsnavnet/lokalområdet.

1. Alsvik

2. Amdal

3. Bjørheimsbygd

4. Buene

5. Døvigvågen

6. Døvig

7. Fiskå

8. Fiskåna

9. Fiskåsneset

10. Flaten

11. Gjeitaskjer

12. Haugen(Voster)

13. Heggheim

14. Holta

15. Høyland

16. Håneset

17. Indrafiskåna

18. Kjelva

19. Krogevoll

20. Lekvam

21. Ramnås

22. Stokkarvikdalen

23. Sørskår

24. Varland

25. Vatland

26. Vatne

27. Vaula

28. Veland

29.   Vervik

30.   Voster

31.   Annen

12A. Hvilken lokalområde bor du i eller i nærheten av?   Strand sør Hvis du ikke finner området kan du velge Annen nederst og skrive stedsnavnet/lokalområdet.

1.   Botn

2.   Botne

3.   Botnehagen

4.   Erevik

5.   Høllesli

6.   Idsal

7.   Idse

8.   Kolabygda

9.   Kvalvåg

10.   Leirvåg

11.   Levik

12.   Meling

13.   Nordland

14.   Oanes

15.   Stokkavik

16.   Svines

17.   Tangane

18.   Ådnanes

19.   Annen

13. Hvor fornøyd er du med nærmiljøet ditt på hver av disse punktene:Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din.

Tilgang til felles uteområder

1.   Veldig misfornøyd

2.   Misfornøyd

3.   Nøytral

4.   Fornøyd

5.   Veldig fornøyd

14. Kvalitet på felles uteområder

1.   Veldig misfornøyd

2.   Misfornøyd

3.   Nøytral

4.   Fornøyd

5.   Veldig fornøyd

15. Kommunalt vedlikehold   Veiarbeid, skilt, gatelys, o.l.

1.   Veldig misfornøyd

2.   Misfornøyd

3.   Nøytral

4.   Fornøyd

5.   Veldig fornøyd

16. Utseende på boliger og privathager

1.   Veldig misfornøyd

2.   Misfornøyd

3.   Nøytral

4.   Fornøyd

5.   Veldig fornøyd

17. Trafikknivå

1.   Veldig misfornøyd

2.   Misfornøyd

3. Nøytral

4. Fornøyd

5. Veldig fornøyd

18. Trafikkstøy

1. Veldig misfornøyd

2. Misfornøyd

3. Nøytral

4. Fornøyd

5. Veldig fornøyd

19. Annen støy

1. Veldig misfornøyd

2. Misfornøyd

3. Nøytral

4. Fornøyd

5. Veldig fornøyd

20. Tilgang til kollektiv transport

1. Veldig misfornøyd

2. Misfornøyd

3. Nøytral

4. Fornøyd

5. Veldig fornøyd

21. Mulighet for å sykle eller gå

1. Veldig misfornøyd

2. Misfornøyd

3. Nøytral

4.   Fornøyd

5.   Veldig fornøyd

22. Fortau

1.   Veldig misfornøyd

2.   Misfornøyd

3.   Nøytral

4.   Fornøyd

5.   Veldig fornøyd

23. Generell trygghet i nabolaget

1.   Veldig misfornøyd

2.   Misfornøyd

3.   Nøytral

4.   Fornøyd

5.   Veldig fornøyd

24. Vennlighet blandt naboer

1.   Veldig misfornøyd

2.   Misfornøyd

3.   Nøytral

4.   Fornøyd

5.   Veldig fornøyd

25. Tillit til naboer

1.   Veldig misfornøyd

2.   Misfornøyd

3.   Nøytral

4.   Fornøyd

5.   Veldig fornøyd

26. Finnes det møteplasser eller samlingssteder i nærmiljøet ditt?Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din.

Ja
Nei
Vet ikke/Ønsker ikke å oppgi

27A. Hvor er møteplassene eller samlingsstedene i nærmiljøet ditt? Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din.

28A. Hvor langt tid tar det å gå fra hjemmet ditt til den nærmeste møteplassen eller samlingsstedet?

1.   Under 5 minutter

2.   6-10 minutter

3.   11-15 minutter

4.   Over 15 minutter

5.   For utrygt å gå

6.   For langt å gå

7.   Vet ikke/ønsker ikke å oppgi

29. Finnes det felles uteområder i nærmiljøet ditt? (Park, lekeplass, friområder, turstier, sportsanlegg, strand o.l.)

1.   Ja

2.   Nei

3.   Vet ikke/Ønsker ikke å oppgi

30A. Hvor ofte besøker du felles uteområder i nærmiljøet ditt? (Park, lekeplass, friområder, turstier, sportsanlegg, strand o.l.

1.   Daglig

2.   Ukentlig

3. Månedlig

4. Sjeldnere

5. Aldri

6. Har ikke fellesområder

7. Vet ikke/ønsker ikke å oppgi

32. Hvor ofte treffer du kjente(familie, venner, naboer, bekjente) i fellesområdene i nærmiljøet ditt?

1. Daglig

2. Ukentlig

3. Månedlig

4. Sjeldnere enn månedlig

5. Aldri

6. Vet ikke/ønsker ikke å oppgi

33. Hvor mange av dine nærmeste naboer kjenner du?

1. Ingen

2. Under halvparten

3. Ca halvparten

4. Over halvparten

5. Alle

6. Har ingen naboer

7. Vet ikke/ønsker ikke å oppgi

34. Hvor ofte snakker du med naboene dine?

1. Daglig

2. Ukentlig

3. Månedlig

4. Sjeldnere enn månedlig

5. Aldri

6.   Har ingen naboer

7.   Vet ikke/ønsker ikke å oppgi

35. Har nærmiljøet ditt behov for flere fellesområder?Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din.

1.   Ja

2.   Nei

3.   Vet ikke/Ønsker ikke å oppgi

36A. Hvilken av følgende fellesområder ser du et behov for i nærmiljøet ditt?

1.   Vet ikke/ønsker ikke å oppgi

2.   Park

3.   Lekeplass

4.   Sitteplass og benk

5.   Grillplass

6.   Turområde

7.   Ballbinge

8.   Andre sportsanlegg

9.   Offentlig toalett

10.   Andre typer fellesområder - Spesifiser

36B. Fritekst Annen

37A. Kan du spesifisere hvor du tenker fellesområdet kunne blitt plassert?

38. Er det behov for forbedringer og oppgraderinger av fellesområdene i nærmiljøet ditt?

1.   Ja

2.   Nei

3.   Vet ikke/ønsker ikke å oppgi

39. Hvilken forbedring av fellesområdene ser du for deg? Spesifiser hvor.

40. Har du noen kommentarer til denne undersøkelsen eller andre innspill om nærmiljøet ditt?

41. Dersom du ønsker å være med i trekningen av gavekort kan du skrive epost eller mobilnummer. Vi bruker opplysninger kun til dette formålet.

Fritekst svar er fjernet pga personvern. Fritekst svarene finnes i regionsanalysene or nabolagsanalysene.
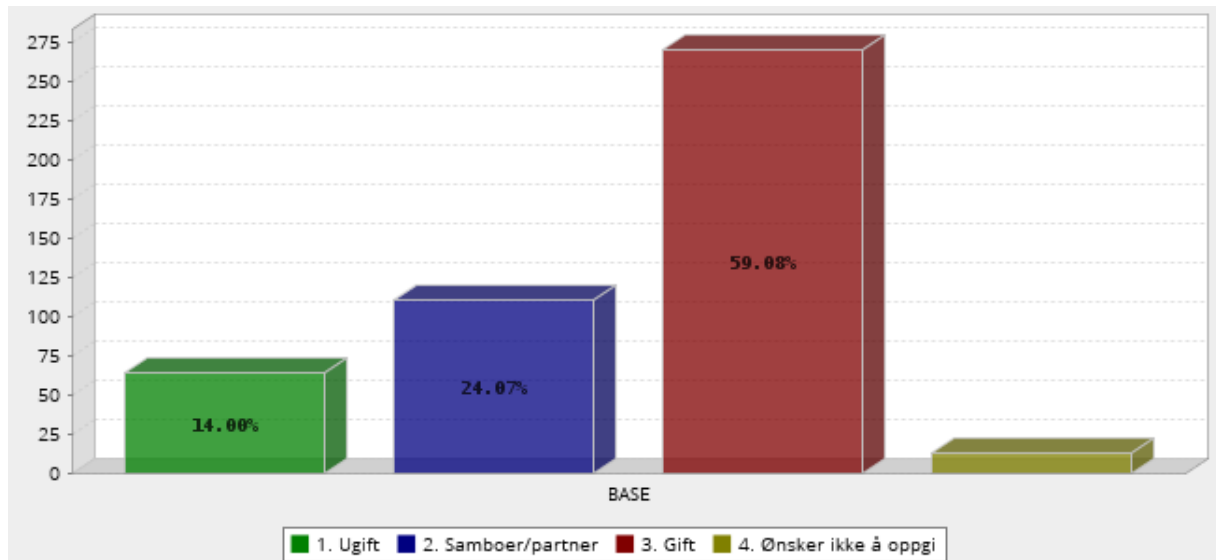
2. Velg kjønn
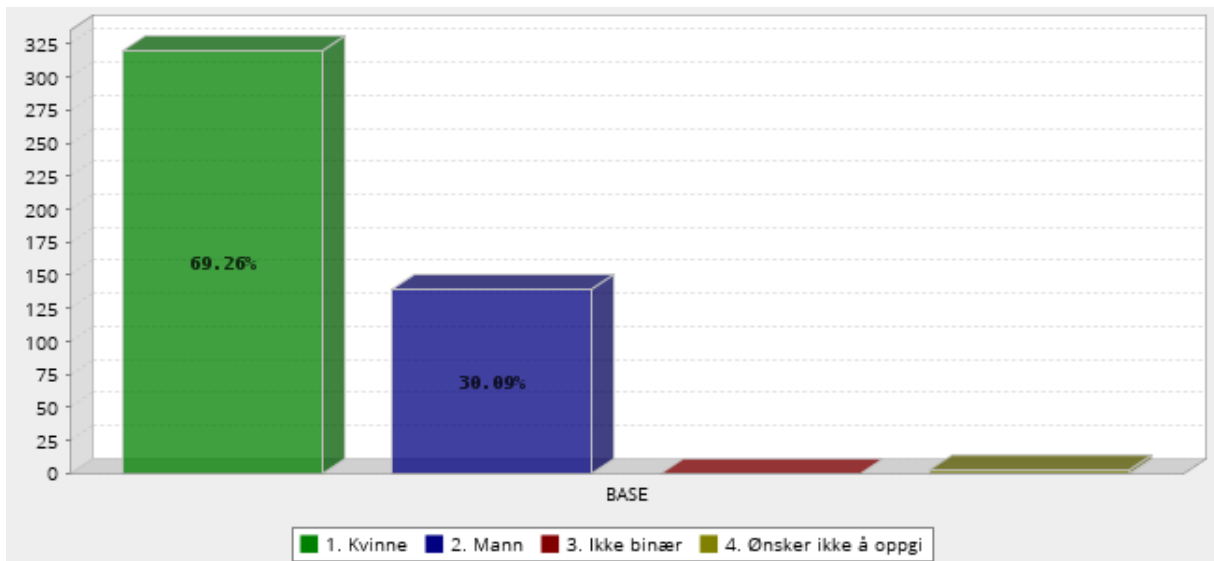
	Answer	Count	Percent
1.	Kvinne	320	69.26%
2.	Mann	139	30.09%
3.	Ikke binær	0	0.00%
4.	Ønsker ikke å oppgi	3	0.65%
	Total	462	100%

Mean : **1.320**	Confidence Interval @ 95% : **[1.274 - 1.367]**	Standard Deviation : **0.507**	Standard Error : **0.024**

3. Velg alder
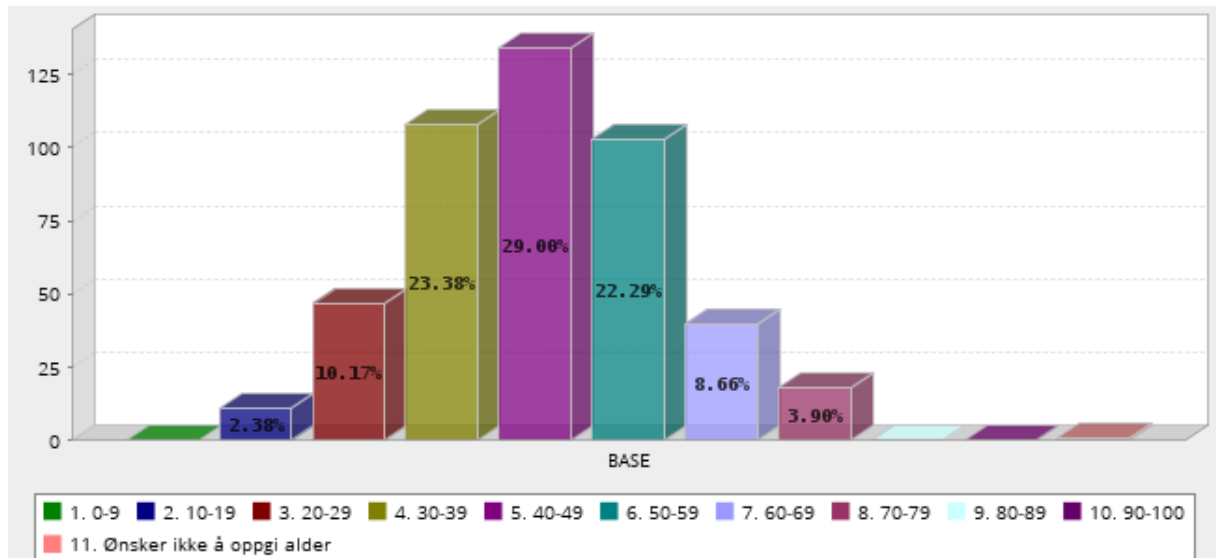
	Answer	Count	Percent
1.	0-9	0	0.00%
2.	10-19	11	2.38%
3.	20-29	47	10.17%
4.	30-39	108	23.38%
5.	40-49	134	29.00%
6.	50-59	103	22.29%
7.	60-69	40	8.66%
8.	70-79	18	3.90%
9.	80-89	0	0.00%
10.	90-100	0	0.00%
11.	Ønsker ikke å oppgi alder	1	0.22%
	Total	462	100%
Mean : **5.017**	Confidence Interval @ 95% : **[4.893 - 5.142]**	Standard Deviation : **1.363**	Standard Error : **0.063**

4. Velg sivilstatus

	Answer	Count	Percent
1.	Ugift	64	14.00%
2.	Samboer/partner	110	24.07%
3.	Gift	270	59.08%
4.	Ønsker ikke å oppgi	13	2.84%
	Total	457	100%

Mean : **2.508**	Confidence Interval @ 95% : **[2.437 - 2.578]**	Standard Deviation : **0.767**	Standard Error : **0.036**	

5. Har du barn boende hjemme?
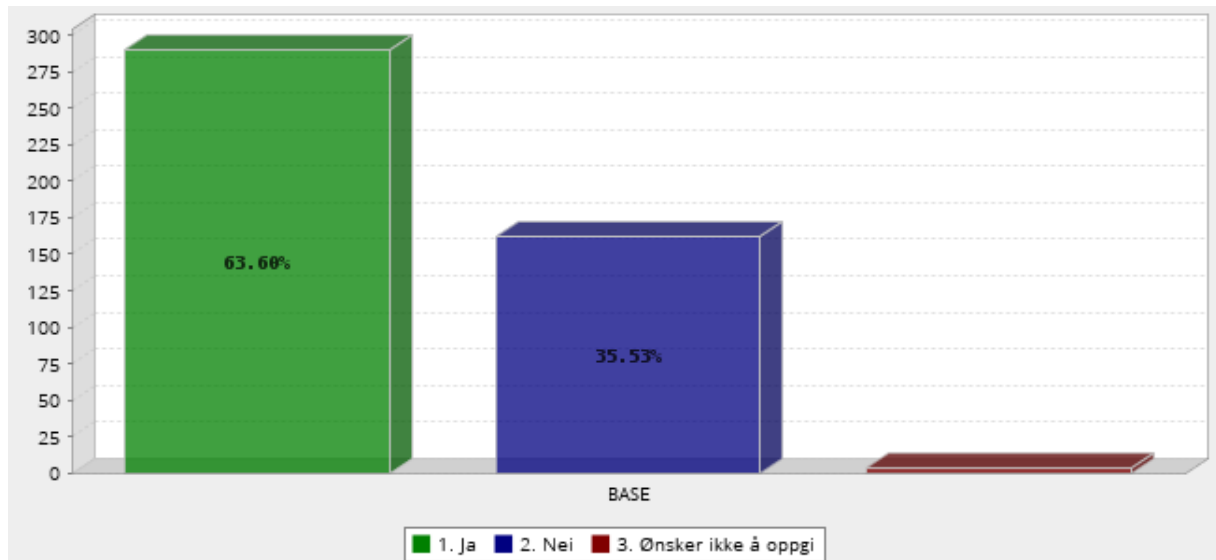
	Answer		Count	Percent
1.	Ja		290	63.60%
2.	Nei		162	35.53%
3.	Ønsker ikke å oppgi		4	0.88%
	Total		456	100%
Mean : **1.373**	Confidence Interval @ 95% : **[1.327 - 1.419]**	Standard Deviation : **0.502**	Standard Error : **0.024**	

6A. Hvor mange barn har du boende hjemme i alder 0-9?
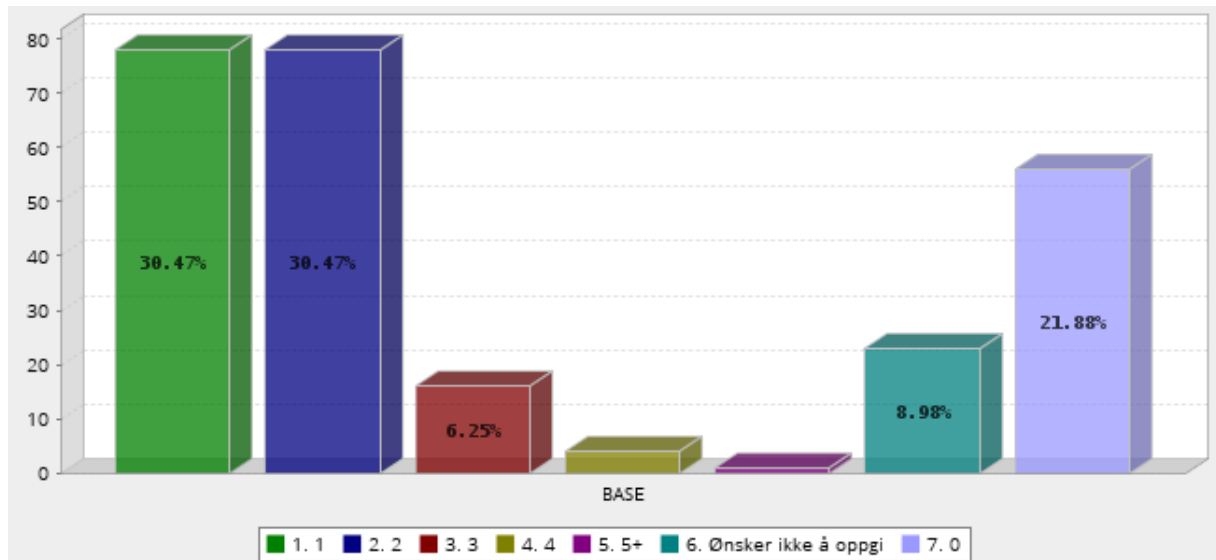
	Answer	Count	Percent
1.	1	78	30.47%
2.	2	78	30.47%
3.	3	16	6.25%
4.	4	4	1.56%
5.	5+	1	0.39%
6.	Ønsker ikke å oppgi	23	8.98%
7.	0	56	21.88%
	Total	256	100%

Mean : **3.254**	Confidence Interval @ 95% : **[2.958 - 3.549]**	Standard Deviation : **2.413**	Standard Error : **0.151**

7A. Hvor mange barn har du boende hjemme i alder 10-18?
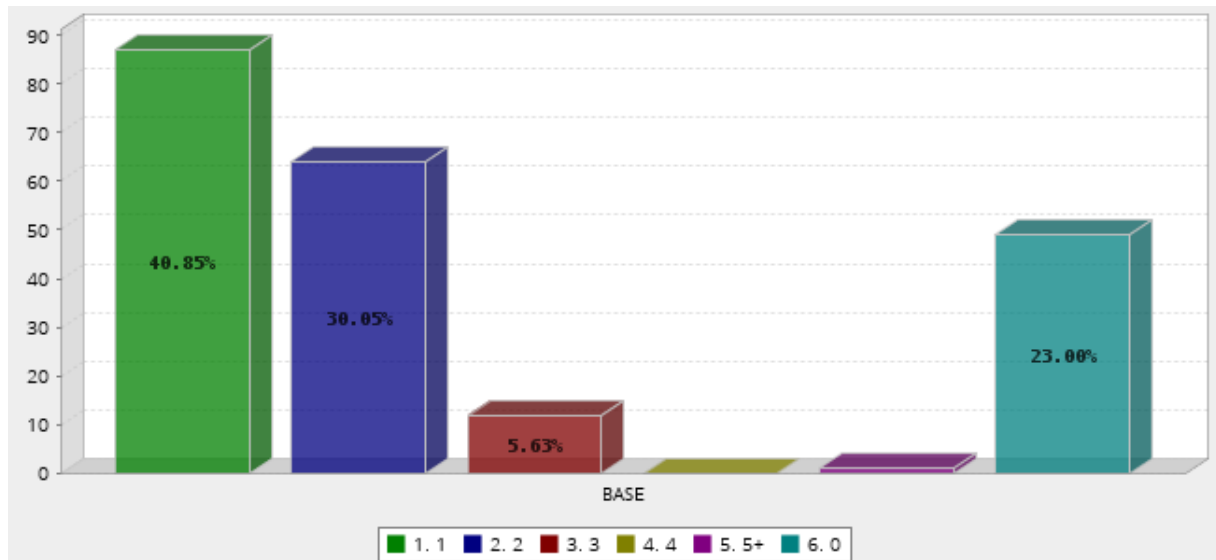
	Answer		Count	Percent
1.	1		87	40.85%
2.	2		64	30.05%
3.	3		12	5.63%
4.	4		0	0.00%
5.	5+		1	0.47%
6.	0		49	23.00%
	Total		213	100%
Mean : **2.582**	Confidence Interval @ 95% : **[2.318 - 2.846]**	Standard Deviation : **1.966**	Standard Error : **0.135**	

8. Hvilken del av Strand bor du i?
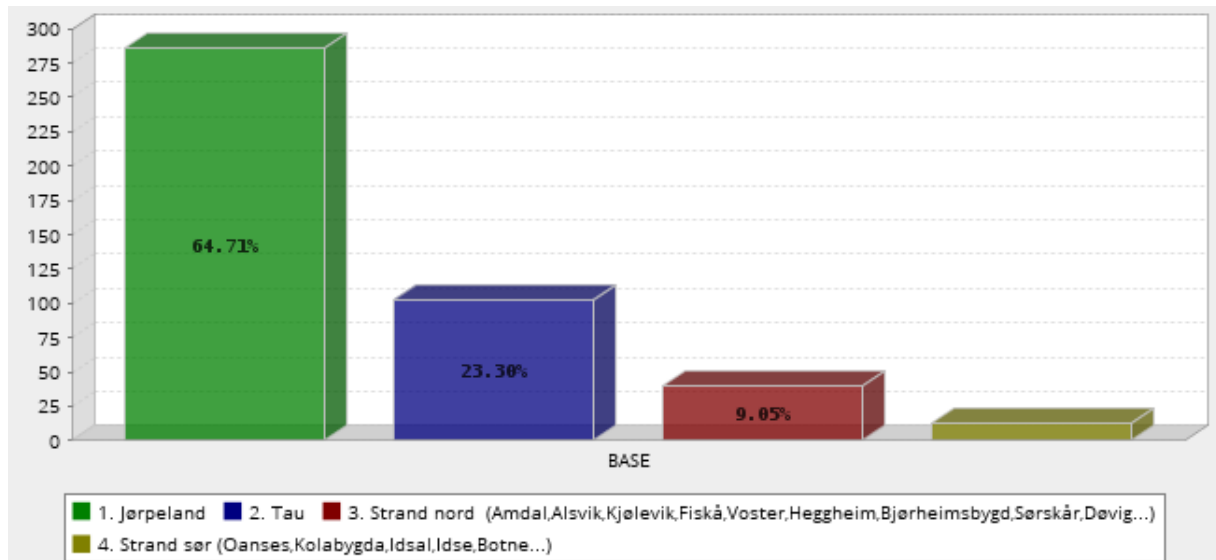
	Answer	Count	Percent
1.	Jørpeland	286	64.71%
2.	Tau	103	23.30%
3.	Strand nord (Amdal,Alsvik,Kjølevik,Fiskå,Voster,Heggheim,Bjørheimsbygd,Sørskår, Døvig...)	40	9.05%
4.	Strand sør (Oanses,Kolabygda,Idsal,Idse,Botne...)	13	2.94%
	Total	442	100%

| Mean : 1.502	Confidence Interval @ 95% : [1.430 - 1.575]	Standard Deviation : 0.780	Standard Error : 0.037

9A. Hvilken lokalområde bor du i eller i nærheten av? JørpelandHvis du ikke finner området kan du velge Annen nederst og skrive stedsnavnet/lokalområdet.
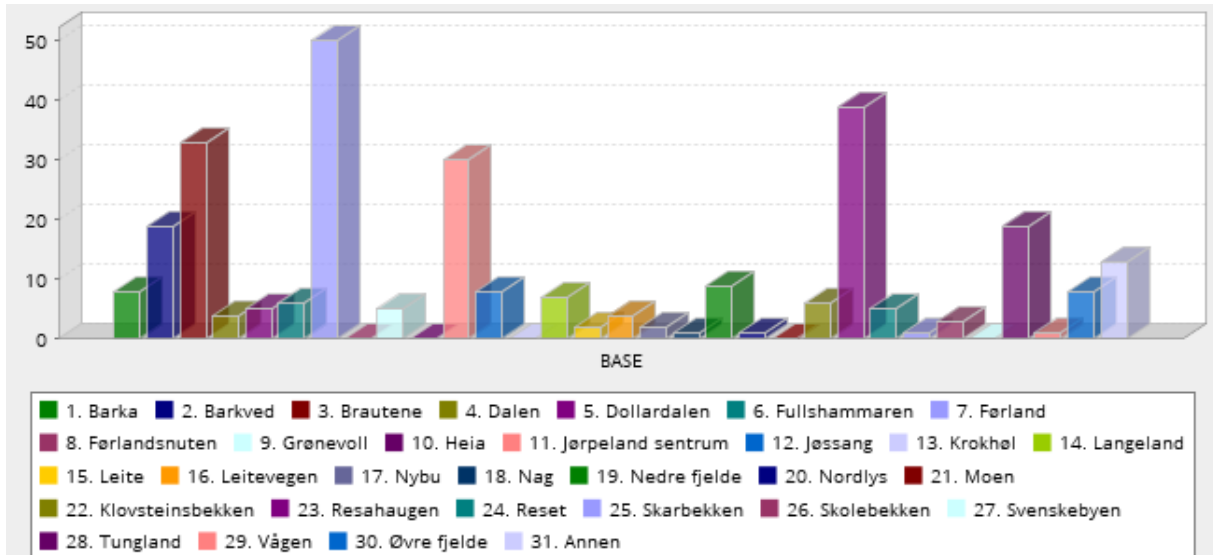
	Answer	Count	Percent
1.	Barka	8	2.77%
2.	Barkved	19	6.57%
3.	Brautene	33	11.42%
4.	Dalen	4	1.38%
5.	Dollardalen	5	1.73%
6.	Fullshammaren	6	2.08%
7.	Førland	50	17.30%
8.	Førlandsnuten	0	0.00%
9.	Grønevoll	5	1.73%
10.	Heia	0	0.00%
11.	Jørpeland sentrum	30	10.38%
12.	Jøssang	8	2.77%

13.	Krokhøl	0	0.00%
14.	Langeland	7	2.42%
15.	Leite	2	0.69%
16.	Leitevegen	4	1.38%
17.	Nybu	2	0.69%
18.	Nag	1	0.35%
19.	Nedre fjelde	9	3.11%
20.	Nordlys	1	0.35%
21.	Moen	0	0.00%
22.	Klovsteinsbekken	6	2.08%
23.	Resahaugen	39	13.49%
24.	Reset	5	1.73%
25.	Skarbekken	1	0.35%
26.	Skolebekken	3	1.04%
27.	Svenskebyen	0	0.00%
28.	Tungland	19	6.57%
29.	Vågen	1	0.35%
30.	Øvre fjelde	8	2.77%
31.	Annen	13	4.50%
	Total	289	100%

| Mean : **13.612**	Confidence Interval @ 95% : **[12.501 - 14.724]**	Standard Deviation : **9.641**	Standard Error : **0.567**

10A. Hvilken lokalområde bor du i eller i nærheten av?　Tau Hvis du ikke finner området kan du velge Annen nederst og skrive stedsnavnet/lokalområdet.
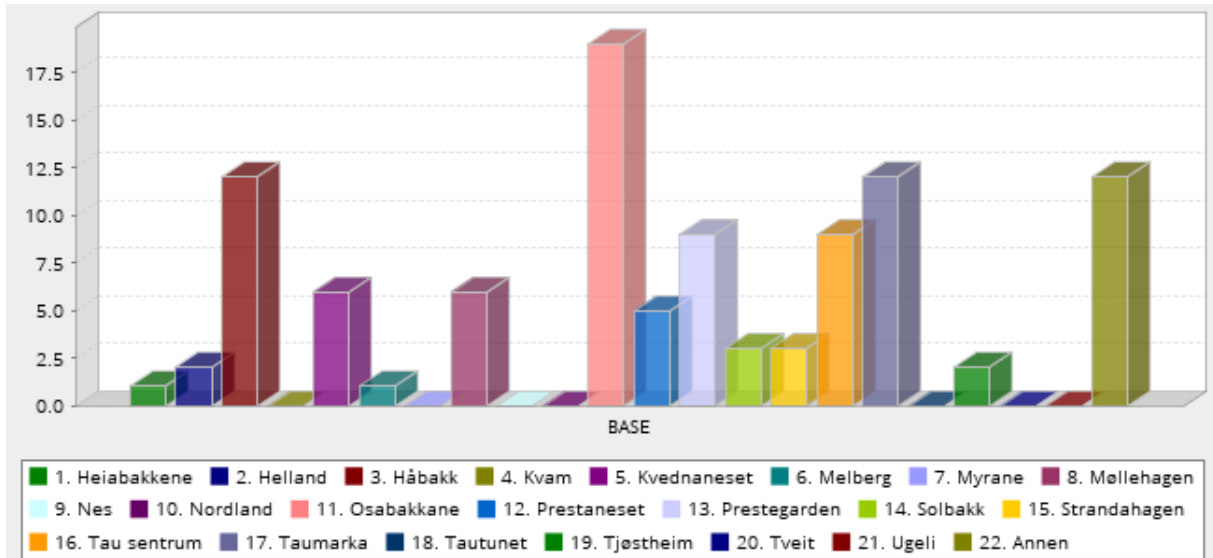
	Answer	Count	Percent
1.	Heiabakkene	1	0.98%
2.	Helland	2	1.96%
3.	Håbakk	12	11.76%
4.	Kvam	0	0.00%
5.	Kvednaneset	6	5.88%
6.	Melberg	1	0.98%
7.	Myrane	0	0.00%
8.	Møllehagen	6	5.88%
9.	Nes	0	0.00%
10.	Nordland	0	0.00%
11.	Osabakkane	19	18.63%
12.	Prestaneset	5	4.90%

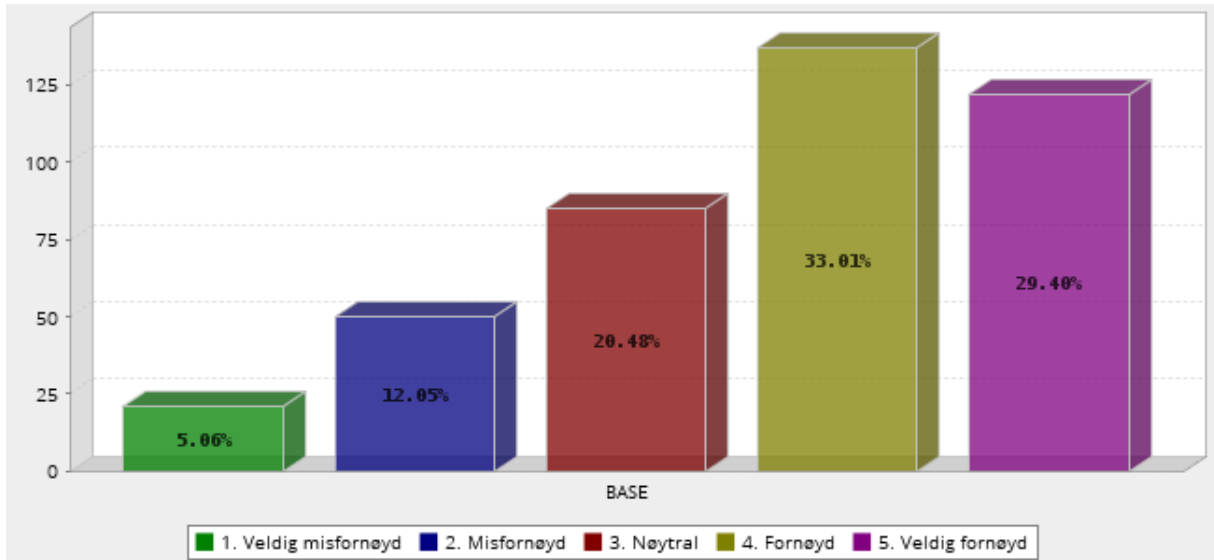				
13.	Prestegarden		9	8.82%
14.	Solbakk		3	2.94%
15.	Strandahagen		3	2.94%
16.	Tau sentrum		9	8.82%
17.	Taumarka		12	11.76%
18.	Tautunet		0	0.00%
19.	Tjøstheim		2	1.96%
20.	Tveit		0	0.00%
21.	Ugeli		0	0.00%
22.	Annen		12	11.76%
	Total		102	100%
Mean : **12.235**	Confidence Interval @ 95% : **[11.089 - 13.381]**	Standard Deviation : **5.905**	Standard Error : **0.585**

11A. Hvilken lokalområde bor du i eller i nærheten av?   Strand nordHvis du ikke finner området kan du velge Annen nederst og skrive stedsnavnet/lokalområdet.
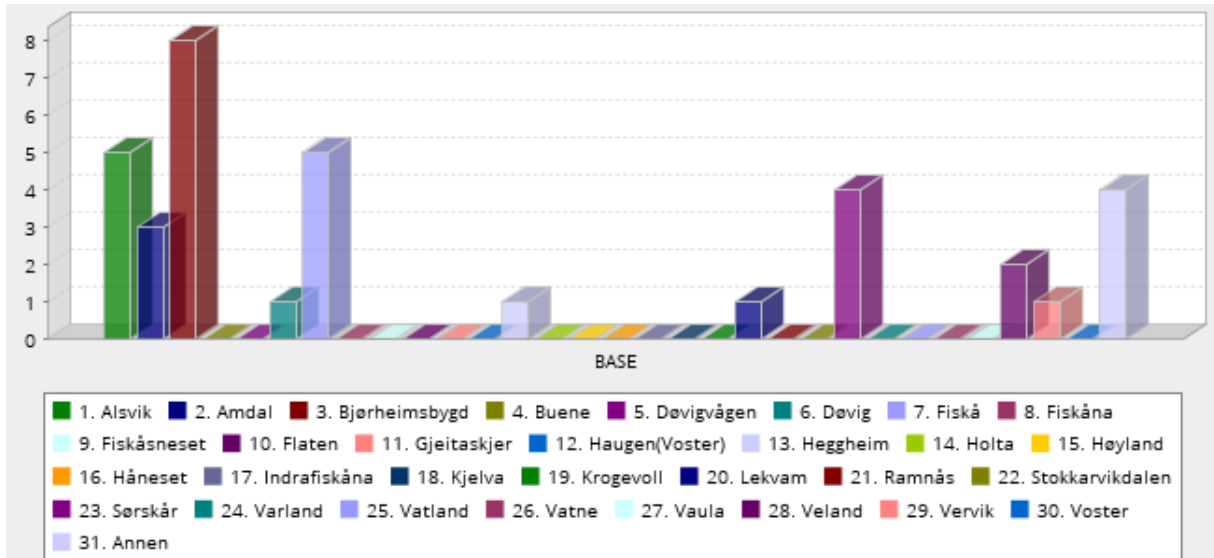
	Answer	Count	Percent
1.	Alsvik	5	14.29%
2.	Amdal	3	8.57%
3.	Bjørheimsbygd	8	22.86%
4.	Buene	0	0.00%
5.	Døvigvågen	0	0.00%
6.	Døvig	1	2.86%
7.	Fiskå	5	14.29%
8.	Fiskåna	0	0.00%
9.	Fiskåsneset	0	0.00%
10.	Flaten	0	0.00%
11.	Gjeitaskjer	0	0.00%
12.	Haugen(Voster)	0	0.00%

13.	Heggheim	1	2.86%
14.	Holta	0	0.00%
15.	Høyland	0	0.00%
16.	Håneset	0	0.00%
17.	Indrafiskåna	0	0.00%
18.	Kjelva	0	0.00%
19.	Krogevoll	0	0.00%
20.	Lekvam	1	2.86%
21.	Ramnås	0	0.00%
22.	Stokkarvikdalen	0	0.00%
23.	Sørskår	4	11.43%
24.	Varland	0	0.00%
25.	Vatland	0	0.00%
26.	Vatne	0	0.00%
27.	Vaula	0	0.00%
28.	Veland	2	5.71%
29.	Vervik	1	2.86%
30.	Voster	0	0.00%
31.	Annen	4	11.43%
	Total	35	100%

Mean : **11.714**	Confidence Interval @ 95% : **[7.901 - 15.528]**	Standard Deviation : **11.511**	Standard Error : **1.946**

12A. Hvilken lokalområde bor du i eller i nærheten av?   Strand sørHvis du ikke finner området kan du velge Annen nederst og skrive stedsnavnet/lokalområdet.
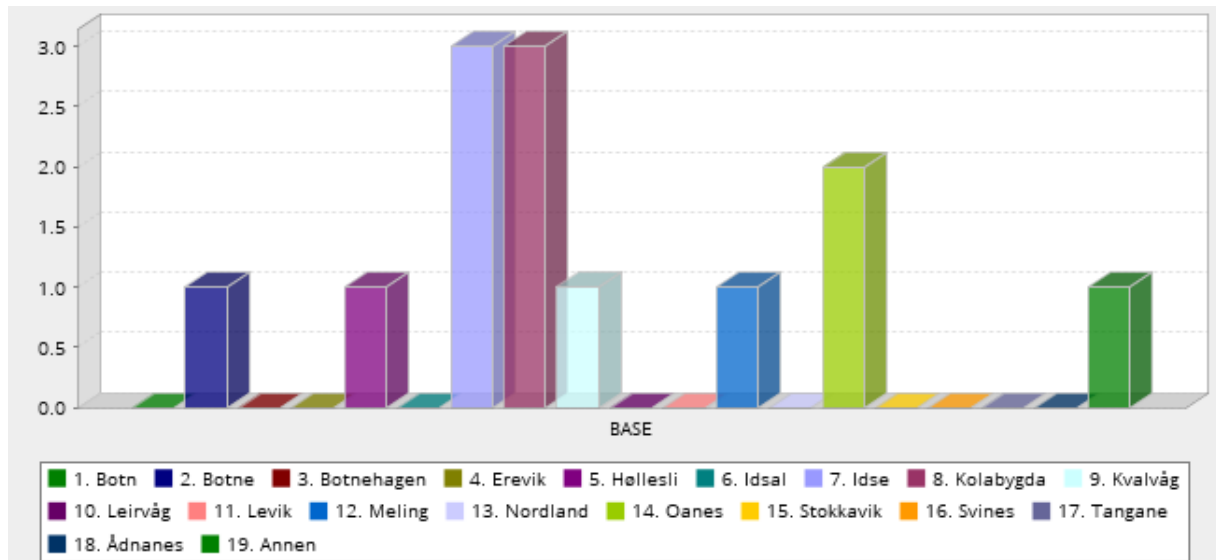
	Answer	Count	Percent
1.	Botn	0	0.00%
2.	Botne	1	7.69%
3.	Botnehagen	0	0.00%
4.	Erevik	0	0.00%
5.	Høllesli	1	7.69%
6.	Idsal	0	0.00%
7.	Idse	3	23.08%
8.	Kolabygda	3	23.08%
9.	Kvalvåg	1	7.69%
10.	Leirvåg	0	0.00%
11.	Levik	0	0.00%
12.	Meling	1	7.69%

13.	Nordland	0	0.00%
14.	Oanes	2	15.38%
15.	Stokkavik	0	0.00%
16.	Svines	0	0.00%
17.	Tangane	0	0.00%
18.	Ådnanes	0	0.00%
19.	Annen	1	7.69%
	Total	13	100%

Mean : **9.231**	Confidence Interval @ 95% : **[6.808 - 11.653]**	Standard Deviation : **4.456**	Standard Error : **1.236**

13. Hvor fornøyd er du med nærmiljøet ditt på hver av disse punktene:Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din. Tilgang til felles uteområder

	Answer	Count	Percent
1.	Veldig misfornøyd	21	5.06%
2.	Misfornøyd	50	12.05%
3.	Nøytral	85	20.48%
4.	Fornøyd	137	33.01%
5.	Veldig fornøyd	122	29.40%
	Total	415	100%

Mean : **3.696**	Confidence Interval @ 95% : **[3.585 - 3.808]**	Standard Deviation : **1.161**	Standard Error : **0.057**

14. Hvor fornøyd er du med nærmiljøet ditt på hver av disse punktene:Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din. Kvalitet på felles uteområder
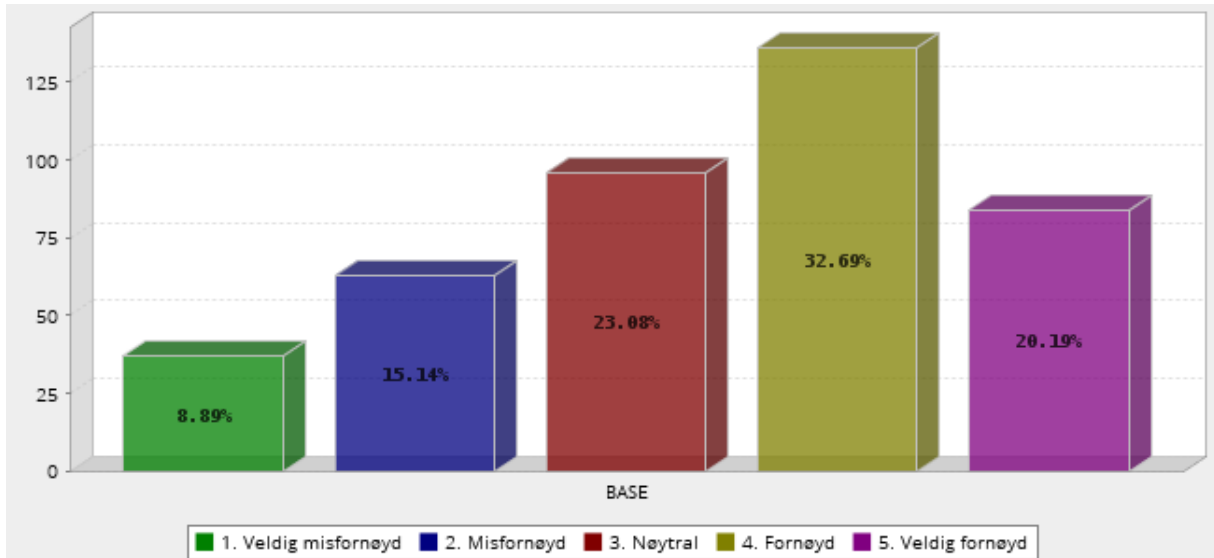
	Answer	Count	Percent
1.	Veldig misfornøyd	37	8.89%
2.	Misfornøyd	63	15.14%
3.	Nøytral	96	23.08%
4.	Fornøyd	136	32.69%
5.	Veldig fornøyd	84	20.19%
	Total	416	100%

| Mean : **3.401** | Confidence Interval @ 95% : **[3.284 - 3.519]** | Standard Deviation : **1.218** | Standard Error : **0.060** | |

15. Kommunalt vedlikehold   Veiarbeid, skilt, gatelys, o.l.
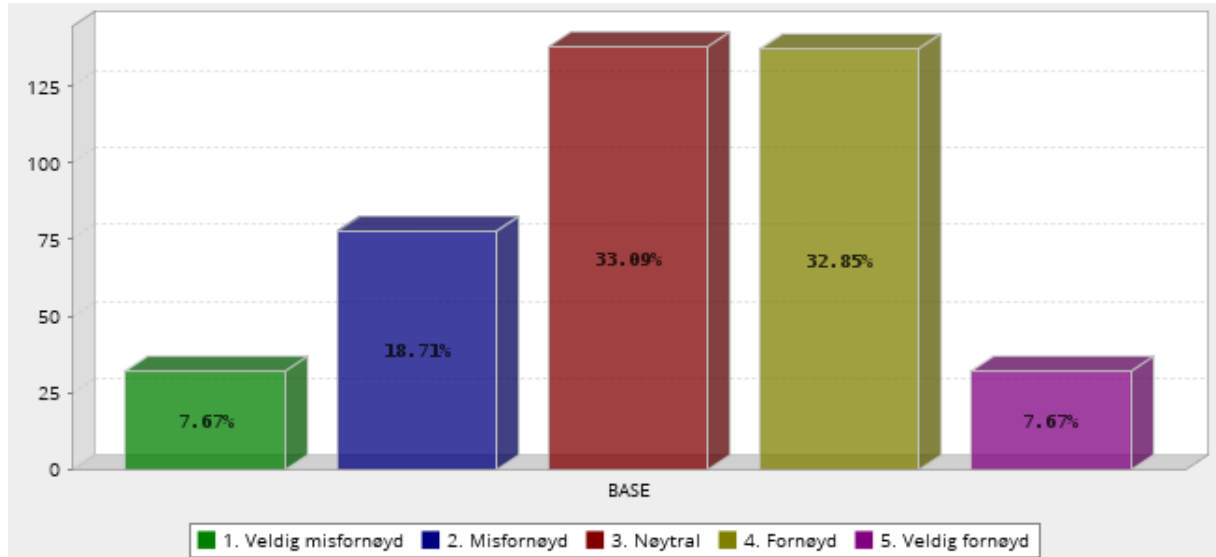
	Answer	Count	Percent
1.	Veldig misfornøyd	32	7.67%
2.	Misfornøyd	78	18.71%
3.	Nøytral	138	33.09%
4.	Fornøyd	137	32.85%
5.	Veldig fornøyd	32	7.67%
	Total	417	100%

Mean : **3.141**	Confidence Interval @ 95% : **[3.040 - 3.243]**	Standard Deviation : **1.055**	Standard Error : **0.052**

16. Utseende på boliger og privathager
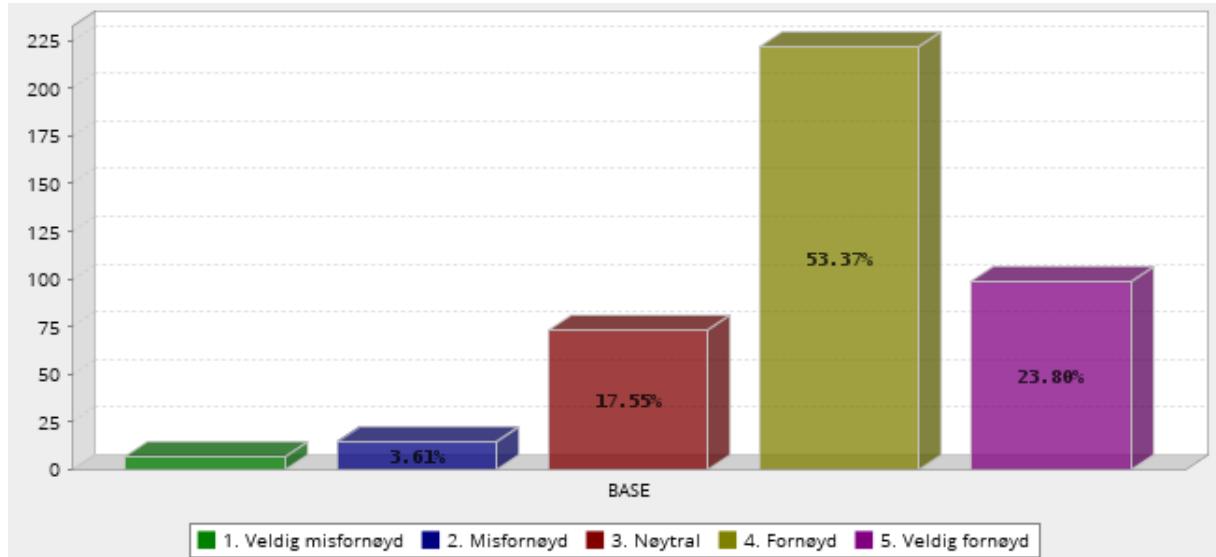
	Answer		Count	Percent
1.	Veldig misfornøyd		7	1.68%
2.	Misfornøyd		15	3.61%
3.	Nøytral		73	17.55%
4.	Fornøyd		222	53.37%
5.	Veldig fornøyd		99	23.80%
	Total		416	100%
Mean : **3.940**	Confidence Interval @ 95% : **[3.859 - 4.021]**	Standard Deviation : **0.841**	Standard Error : **0.041**	

17. Trafikknivå
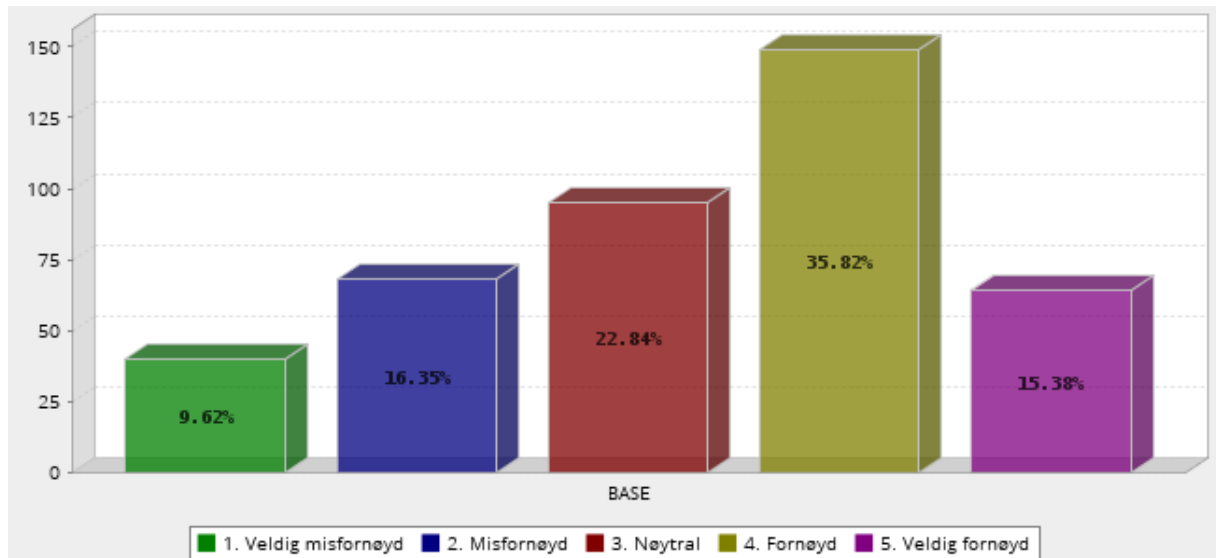
	Answer	Count	Percent
1.	Veldig misfornøyd	40	9.62%
2.	Misfornøyd	68	16.35%
3.	Nøytral	95	22.84%
4.	Fornøyd	149	35.82%
5.	Veldig fornøyd	64	15.38%
	Total	416	100%

Mean : **3.310**	Confidence Interval @ 95% : **[3.195 - 3.425]**	Standard Deviation : **1.195**	Standard Error : **0.059**

18. Trafikkstøy
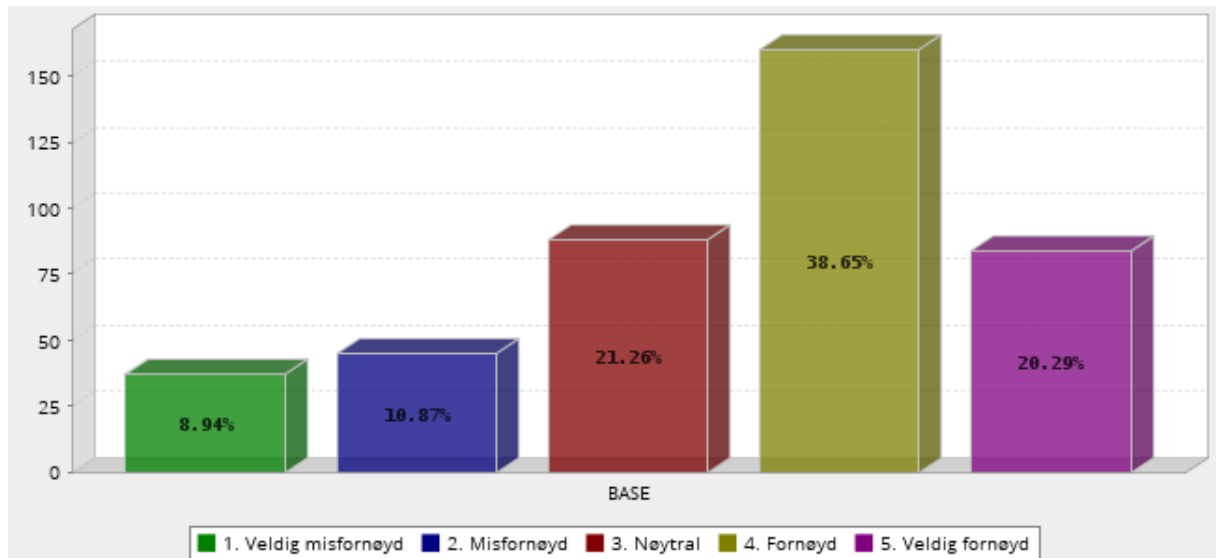
	Answer	Count	Percent
1.	Veldig misfornøyd	37	8.94%
2.	Misfornøyd	45	10.87%
3.	Nøytral	88	21.26%
4.	Fornøyd	160	38.65%
5.	Veldig fornøyd	84	20.29%
	Total	414	100%

Mean : **3.505**	Confidence Interval @ 95% : **[3.390 - 3.619]**	Standard Deviation : **1.189**	Standard Error : **0.058**

19. Annen støy
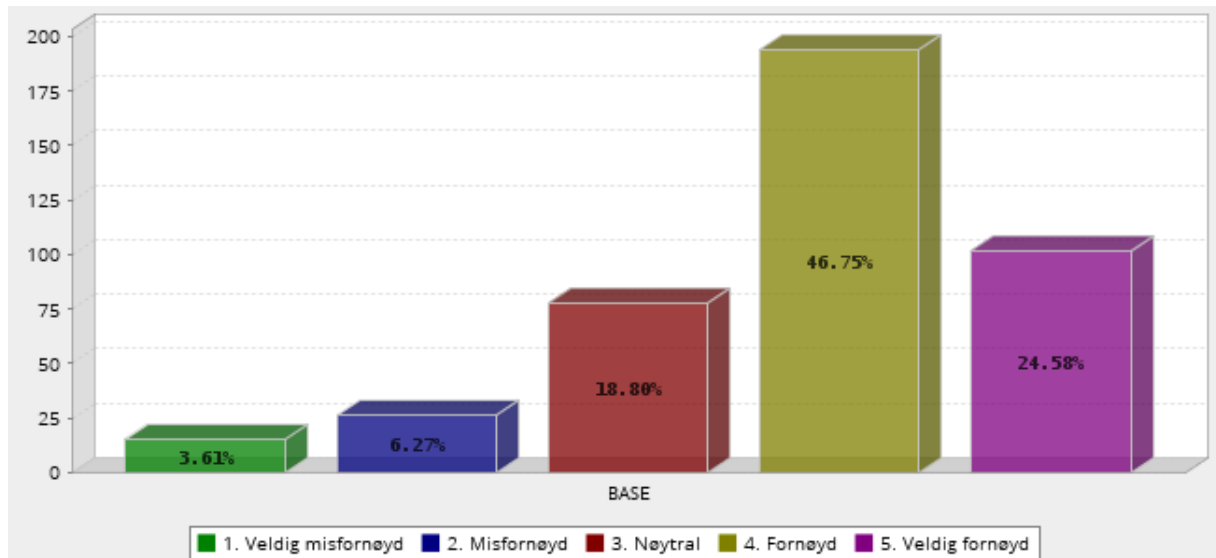
	Answer		Count	Percent
1.	Veldig misfornøyd		15	3.61%
2.	Misfornøyd		26	6.27%
3.	Nøytral		78	18.80%
4.	Fornøyd		194	46.75%
5.	Veldig fornøyd		102	24.58%
	Total		415	100%
Mean : **3.824**	Confidence Interval @ 95% : **[3.729 - 3.919]**	Standard Deviation : **0.990**	Standard Error : **0.049**	

20. Tilgang til kollektiv transport
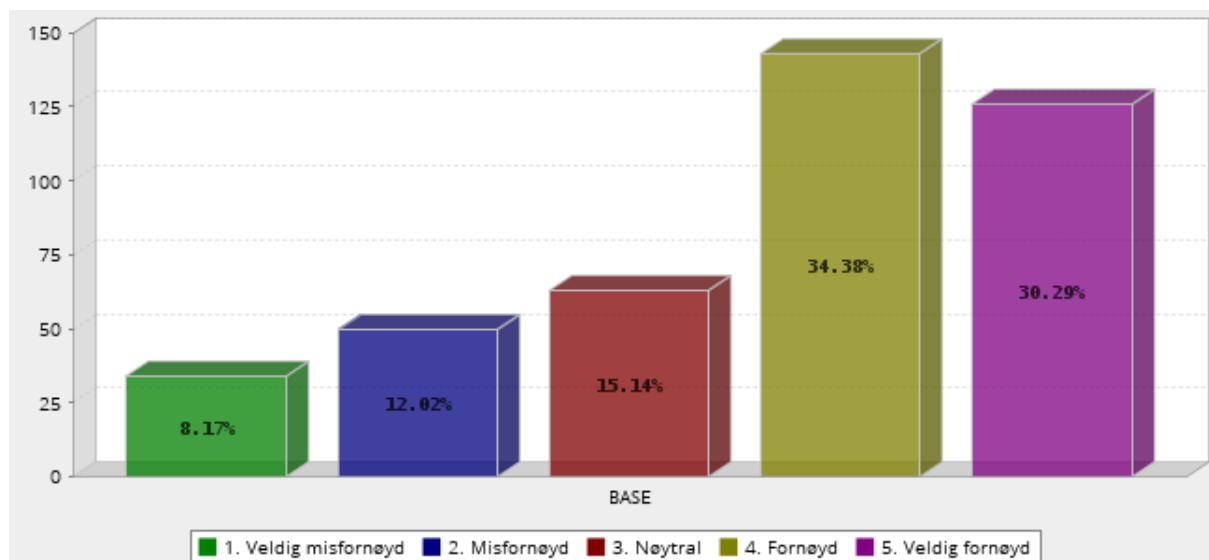
	Answer	Count	Percent
1.	Veldig misfornøyd	34	8.17%
2.	Misfornøyd	50	12.02%
3.	Nøytral	63	15.14%
4.	Fornøyd	143	34.38%
5.	Veldig fornøyd	126	30.29%
	Total	416	100%

Mean : **3.666**	Confidence Interval @ 95% : **[3.546 - 3.786]**	Standard Deviation : **1.250**	Standard Error : **0.061**

21. Mulighet for å sykle eller gå
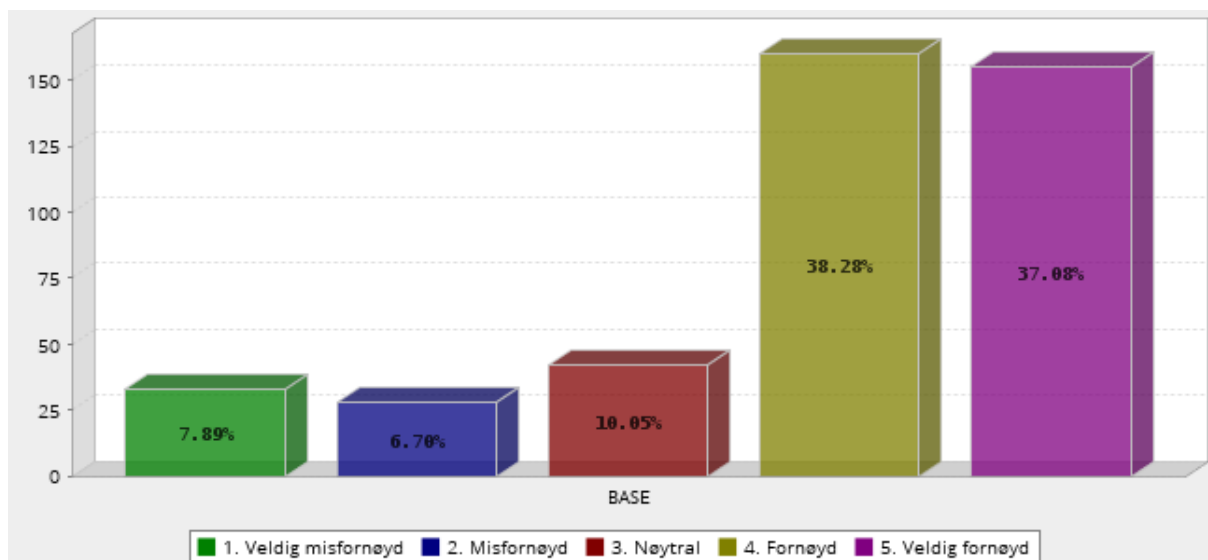
	Answer	Count	Percent
1.	Veldig misfornøyd	33	7.89%
2.	Misfornøyd	28	6.70%
3.	Nøytral	42	10.05%
4.	Fornøyd	160	38.28%
5.	Veldig fornøyd	155	37.08%
	Total	418	100%

Mean : **3.900**	Confidence Interval @ 95% : **[3.784 - 4.015]**	Standard Deviation : **1.201**	Standard Error : **0.059**

22. Fortau
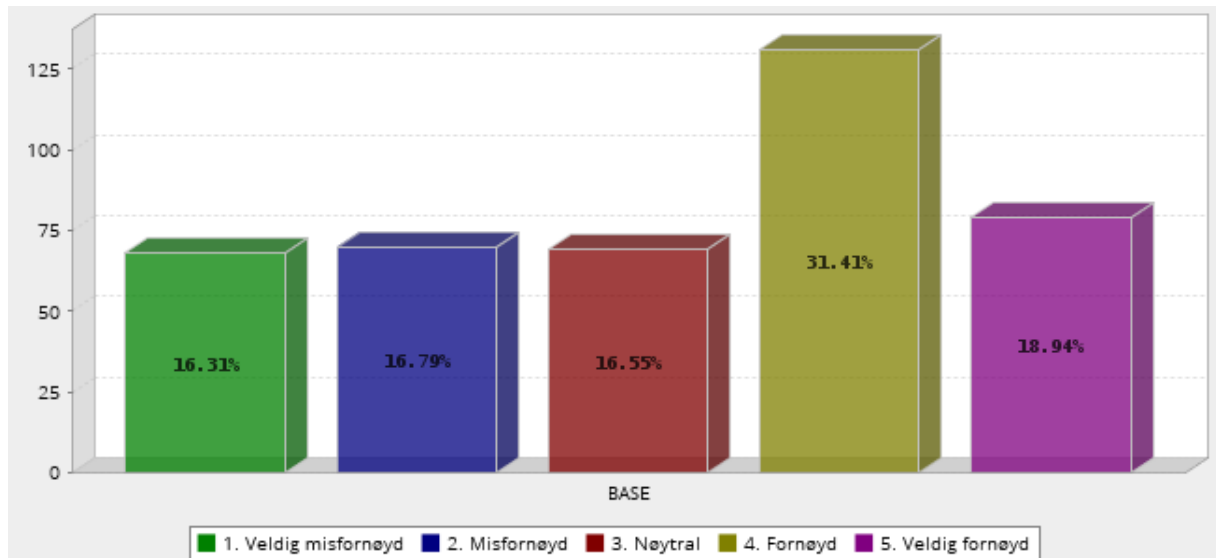
	Answer	Count	Percent
1.	Veldig misfornøyd	68	16.31%
2.	Misfornøyd	70	16.79%
3.	Nøytral	69	16.55%
4.	Fornøyd	131	31.41%
5.	Veldig fornøyd	79	18.94%
	Total	417	100%

| Mean : **3.199** | Confidence Interval @ 95% : **[3.068 - 3.330]** | Standard Deviation : **1.363** | Standard Error : **0.067** | |

23. Generell trygghet i nabolaget
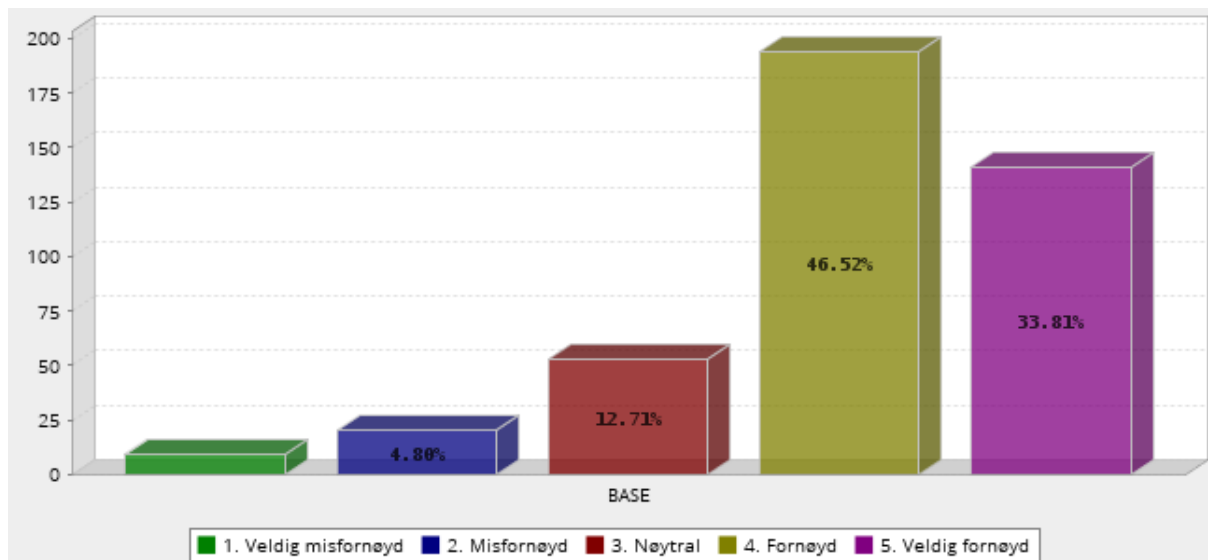
	Answer		Count	Percent
1.	Veldig misfornøyd		9	2.16%
2.	Misfornøyd		20	4.80%
3.	Nøytral		53	12.71%
4.	Fornøyd		194	46.52%
5.	Veldig fornøyd		141	33.81%
	Total		417	100%
Mean : **4.050**	Confidence Interval @ 95% : **[3.962 - 4.139]**	Standard Deviation : **0.922**	Standard Error : **0.045**	

24. Vennlighet blandt naboer
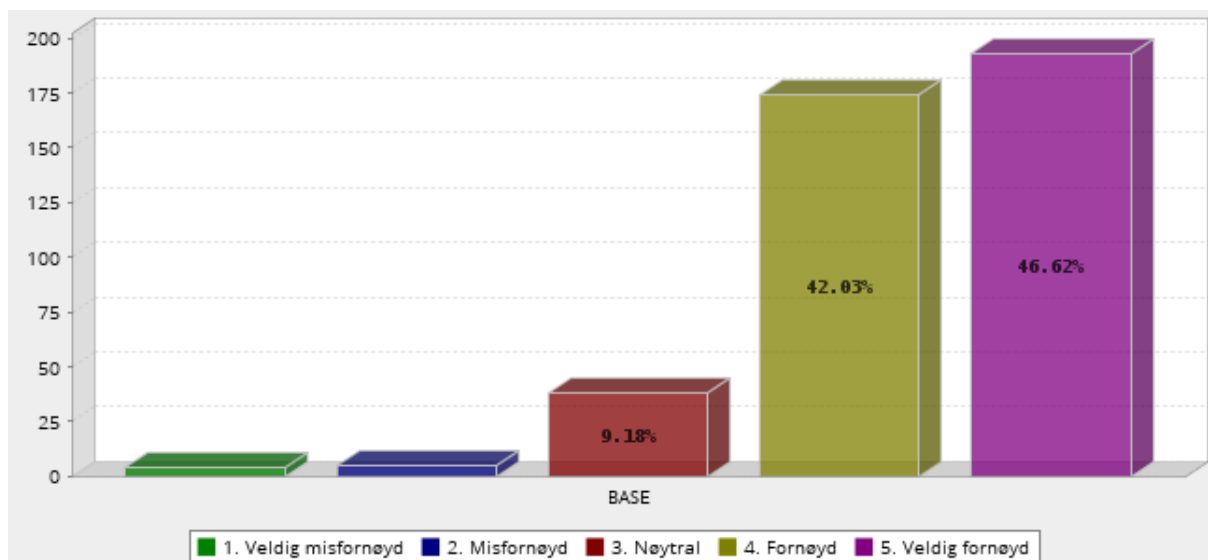
	Answer	Count	Percent
1.	Veldig misfornøyd	4	0.97%
2.	Misfornøyd	5	1.21%
3.	Nøytral	38	9.18%
4.	Fornøyd	174	42.03%
5.	Veldig fornøyd	193	46.62%
	Total	414	100%

Mean : **4.321**	Confidence Interval @ 95% : **[4.247 - 4.395]**	Standard Deviation : **0.769**	Standard Error : **0.038**

25. Tillit til naboer
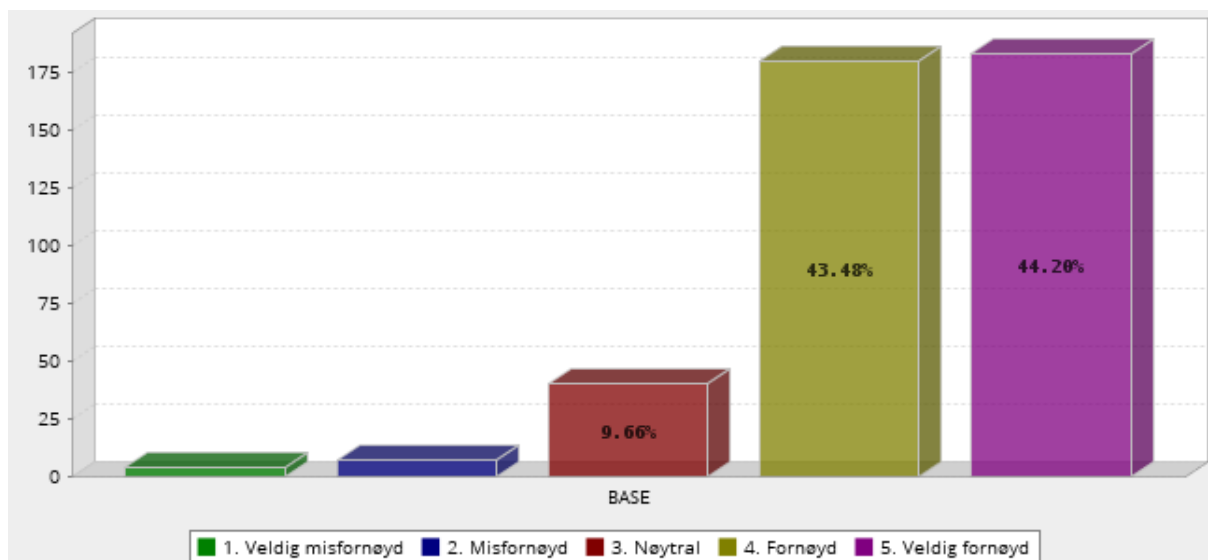
	Answer	Count	Percent
1.	Veldig misfornøyd	4	0.97%
2.	Misfornøyd	7	1.69%
3.	Nøytral	40	9.66%
4.	Fornøyd	180	43.48%
5.	Veldig fornøyd	183	44.20%
	Total	414	100%

Mean : **4.283**	Confidence Interval @ 95% : **[4.207 - 4.358]**	Standard Deviation : **0.784**	Standard Error : **0.039**

26. Finnes det møteplasser eller samlingssteder i nærmiljøet ditt?Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din.
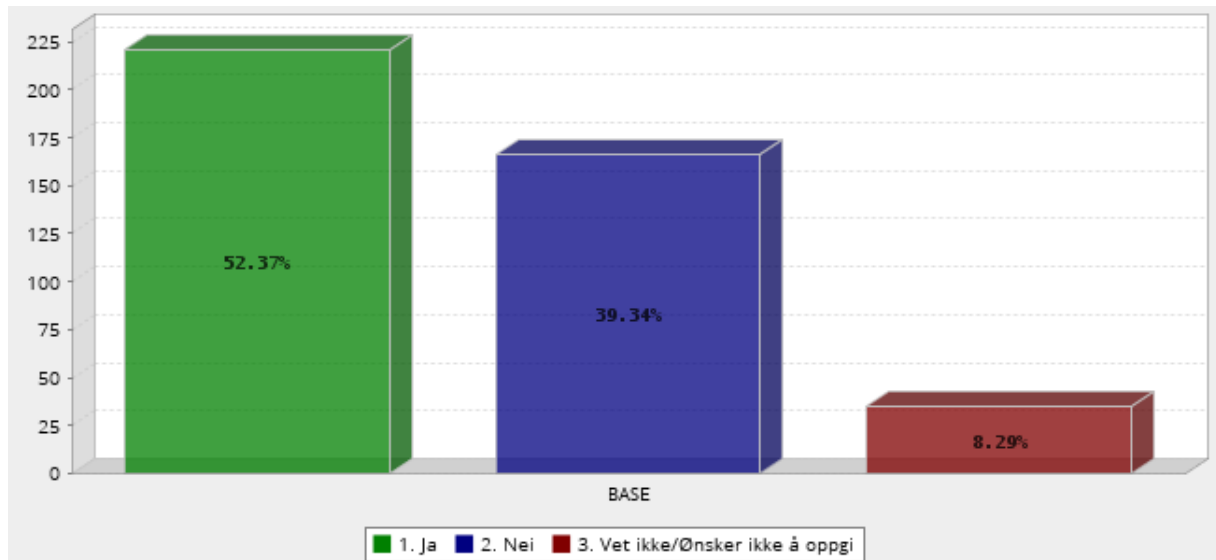
	Answer	Count	Percent
1.	Ja	221	52.37%
2.	Nei	166	39.34%
3.	Vet ikke/Ønsker ikke å oppgi	35	8.29%
	Total	422	100%

Mean : **1.559**	Confidence Interval @ 95% : **[1.498 - 1.621]**	Standard Deviation : **0.643**	Standard Error : **0.031**

28A. Hvor langt tid tar det å gå fra hjemmet ditt til den nærmeste møteplassen eller samlingsstedet?
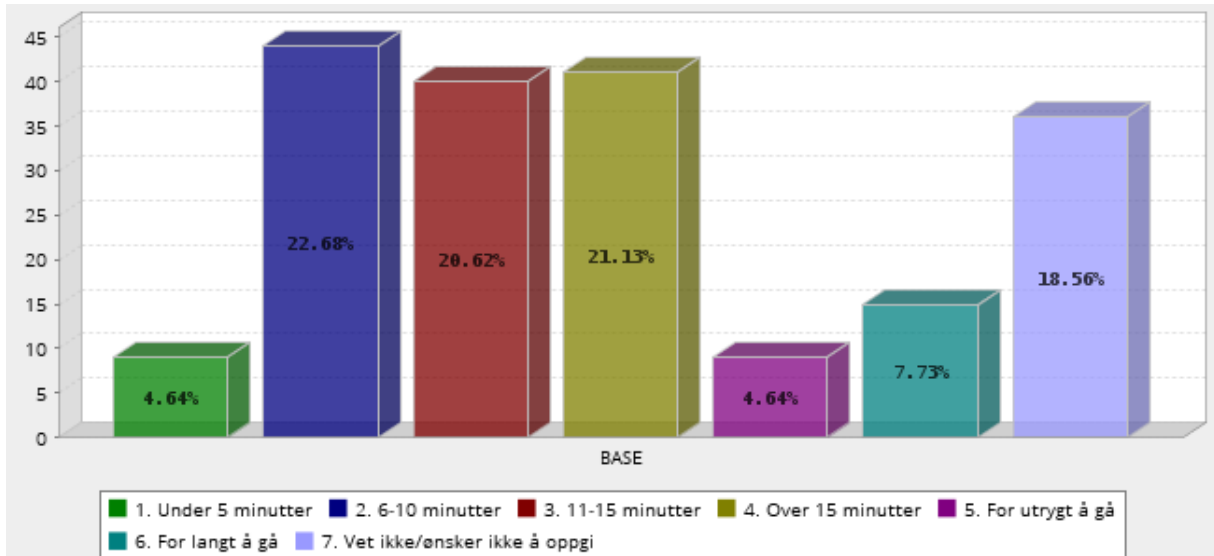
	Answer	Count	Percent
1.	Under 5 minutter	9	4.64%
2.	6-10 minutter	44	22.68%
3.	11-15 minutter	40	20.62%
4.	Over 15 minutter	41	21.13%
5.	For utrygt å gå	9	4.64%
6.	For langt å gå	15	7.73%
7.	Vet ikke/ønsker ikke å oppgi	36	18.56%
	Total	194	100%

Mean : **3.959**	Confidence Interval @ 95% : **[3.693 - 4.225]**	Standard Deviation : **1.890**	Standard Error : **0.136**

29. Finnes det felles uteområder i nærmiljøet ditt? (Park, lekeplass, friområder, turstier, sportsanlegg, strand o.l.)
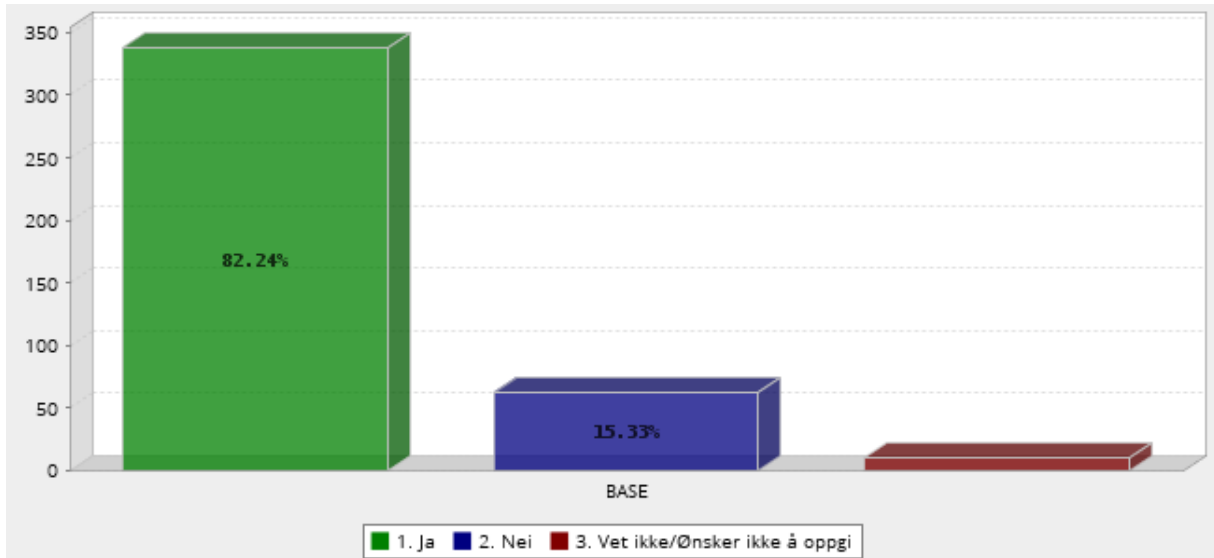
	Answer	Count	Percent
1.	Ja	338	82.24%
2.	Nei	63	15.33%
3.	Vet ikke/Ønsker ikke å oppgi	10	2.43%
	Total	411	100%

Mean : **1.202**	Confidence Interval @ 95% : **[1.158 - 1.246]**	Standard Deviation : **0.459**	Standard Error : **0.023**	

30A. Hvor ofte besøker du felles uteområder i nærmiljøet ditt? (Park, lekeplass, friområder, turstier, sportsanlegg, strand o.l.)
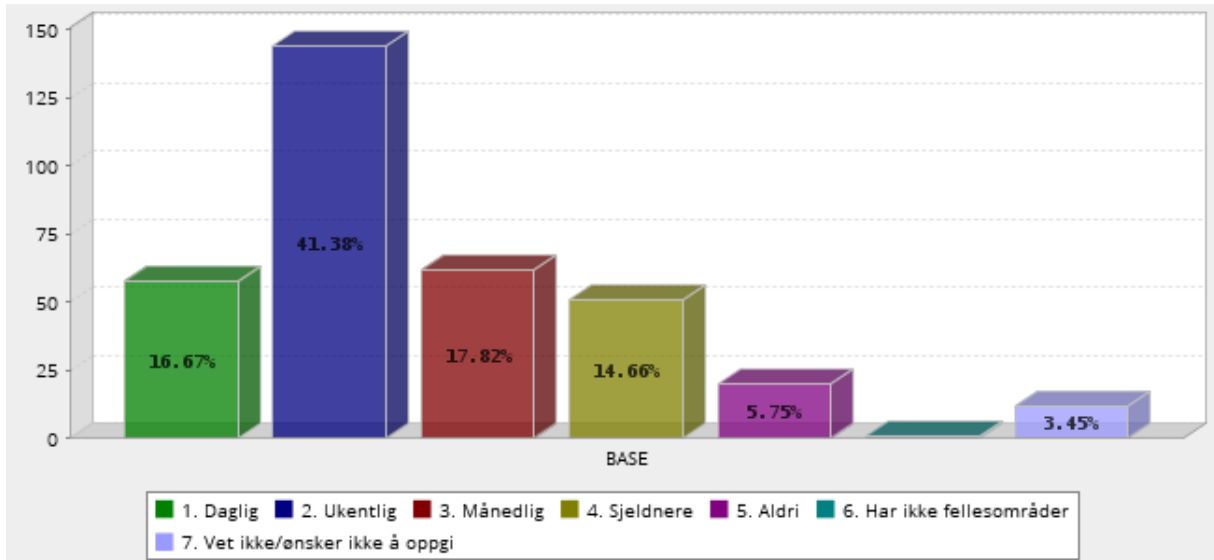
	Answer	Count	Percent
1.	Daglig	58	16.67%
2.	Ukentlig	144	41.38%
3.	Månedlig	62	17.82%
4.	Sjeldnere	51	14.66%
5.	Aldri	20	5.75%
6.	Har ikke fellesområder	1	0.29%
7.	Vet ikke/ønsker ikke å oppgi	12	3.45%
	Total	348	100%

Mean : **2.661**	Confidence Interval @ 95% : **[2.515 - 2.807]**	Standard Deviation : **1.387**	Standard Error : **0.074**

32. Hvor ofte treffer du kjente(familie, venner, naboer, bekjente) i fellesområdene i nærmiljøet ditt?
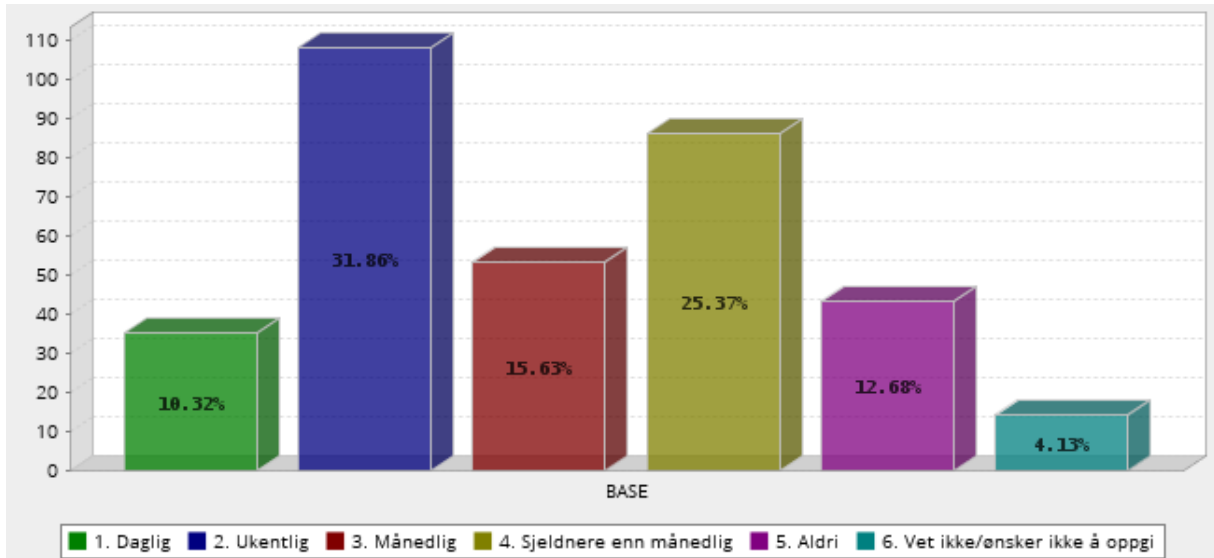
	Answer	Count	Percent
1.	Daglig	35	10.32%
2.	Ukentlig	108	31.86%
3.	Månedlig	53	15.63%
4.	Sjeldnere enn månedlig	86	25.37%
5.	Aldri	43	12.68%
6.	Vet ikke/ønsker ikke å oppgi	14	4.13%
	Total	339	100%

Mean : **3.106**	Confidence Interval @ 95% : **[2.961 - 3.251]**	Standard Deviation : **1.363**	Standard Error : **0.074**

33. Hvor mange av dine nærmeste naboer kjenner du?
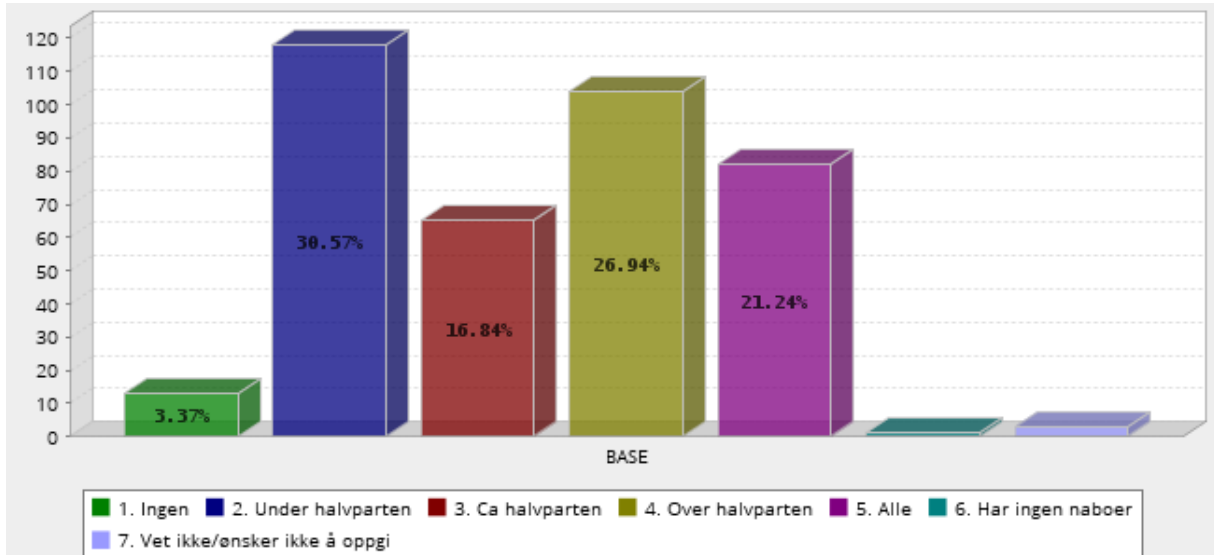
	Answer	Count	Percent
1.	Ingen	13	3.37%
2.	Under halvparten	118	30.57%
3.	Ca halvparten	65	16.84%
4.	Over halvparten	104	26.94%
5.	Alle	82	21.24%
6.	Har ingen naboer	1	0.26%
7.	Vet ikke/ønsker ikke å oppgi	3	0.78%
	Total	386	100%

Mean : **3.360**	Confidence Interval @ 95% : **[3.235 - 3.486]**	Standard Deviation : **1.258**	Standard Error : **0.064**

34. Hvor ofte snakker du med naboene dine?
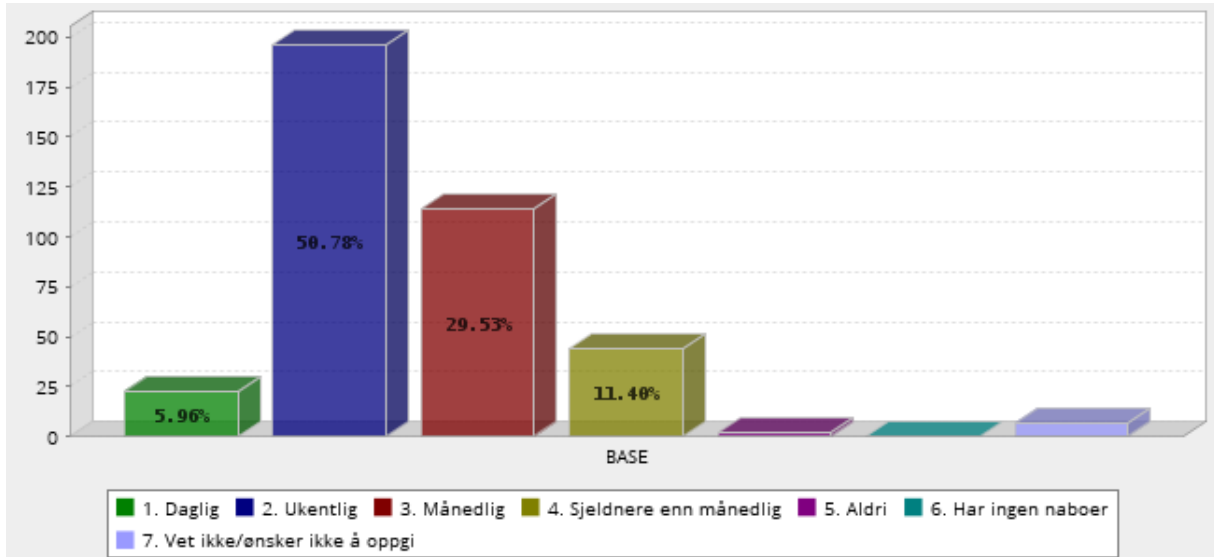
	Answer	Count	Percent
1.	Daglig	23	5.96%
2.	Ukentlig	196	50.78%
3.	Månedlig	114	29.53%
4.	Sjeldnere enn månedlig	44	11.40%
5.	Aldri	2	0.52%
6.	Har ingen naboer	0	0.00%
7.	Vet ikke/ønsker ikke å oppgi	7	1.81%
	Total	386	100%

Mean : **2.570**	Confidence Interval @ 95% : **[2.471 - 2.669]**	Standard Deviation : **0.994**	Standard Error : **0.051**

35. Har nærmiljøet ditt behov for flere fellesområder?Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din.
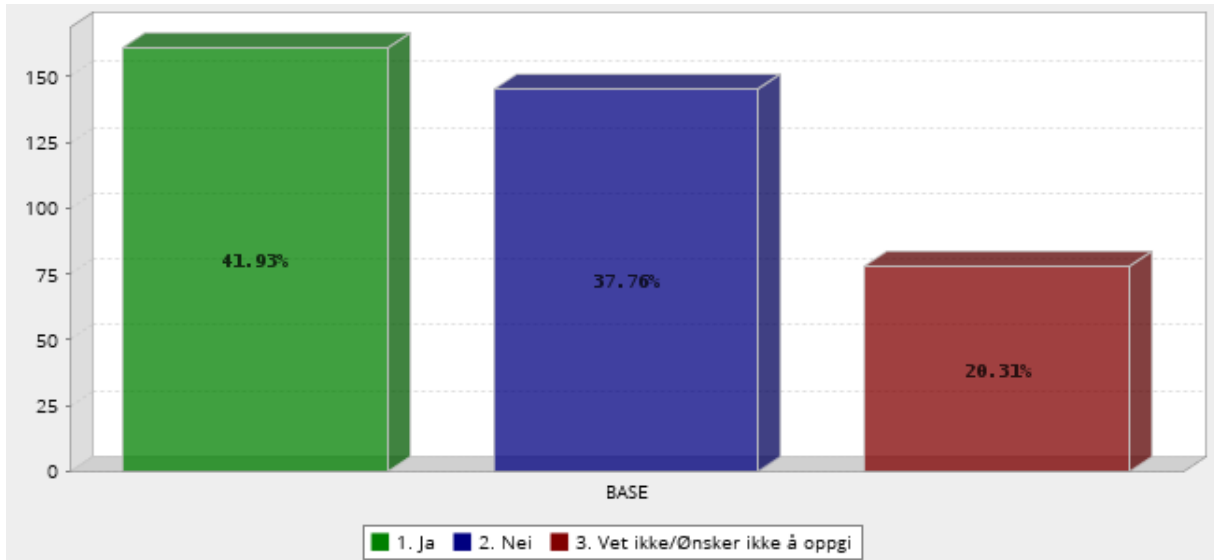
	Answer	Count	Percent
1.	Ja	161	41.93%
2.	Nei	145	37.76%
3.	Vet ikke/Ønsker ikke å oppgi	78	20.31%
	Total	384	100%

Mean : **1.784**	Confidence Interval @ 95% : **[1.708 - 1.860]**	Standard Deviation : **0.760**	Standard Error : **0.039**

36A. Hvilken av følgende fellesområder ser du et behov for i nærmiljøet ditt?
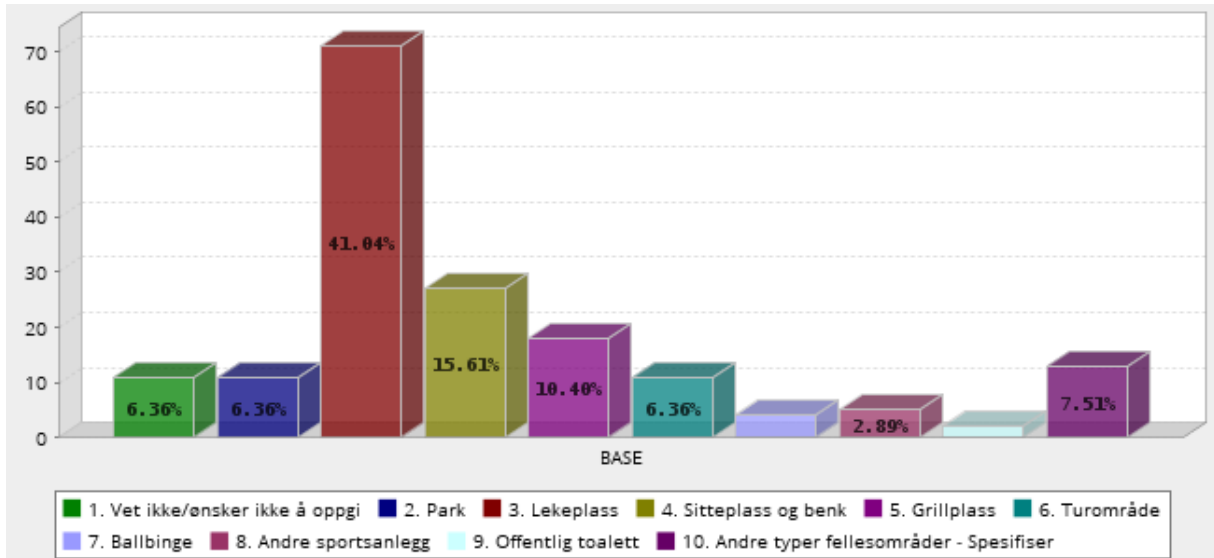
	Answer	Count	Percent
1.	Vet ikke/ønsker ikke å oppgi	11	6.36%
2.	Park	11	6.36%
3.	Lekeplass	71	41.04%
4.	Sitteplass og benk	27	15.61%
5.	Grillplass	18	10.40%
6.	Turområde	11	6.36%
7.	Ballbinge	4	2.31%
8.	Andre sportsanlegg	5	2.89%
9.	Offentlig toalett	2	1.16%
10.	Andre typer fellesområder - Spesifiser	13	7.51%
	Total	173	100%

Mean : **4.197**	Confidence Interval @ 95% : **[3.855 - 4.538]**	Standard Deviation : **2.292**	Standard Error : **0.174**

38. Er det behov for forbedringer og oppgraderinger av fellesområdene i nærmiljøet ditt?
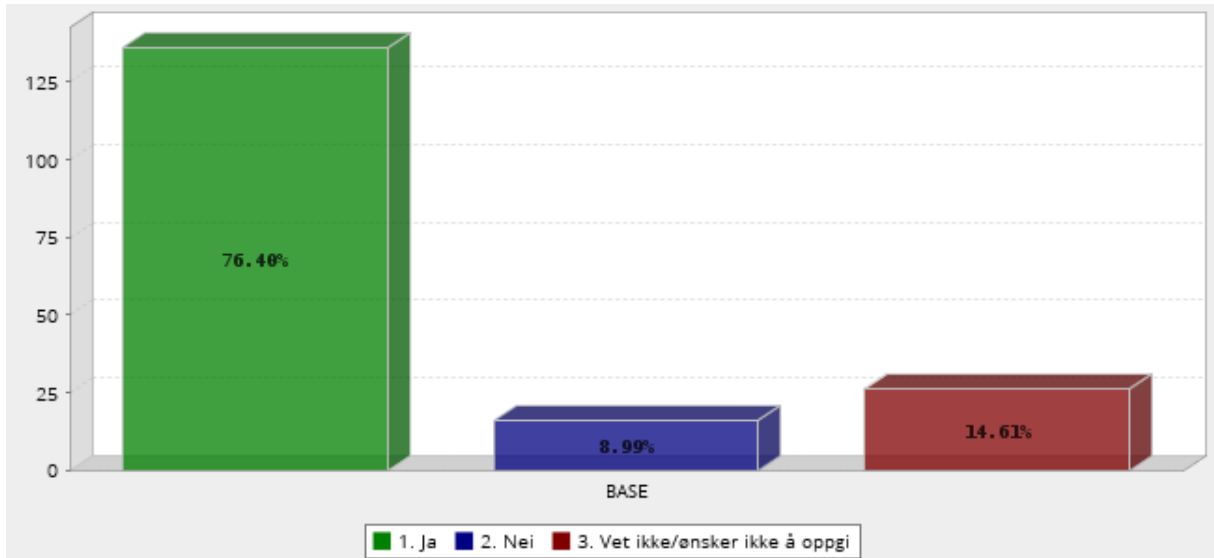
	Answer	Count	Percent
1.	Ja	136	76.40%
2.	Nei	16	8.99%
3.	Vet ikke/ønsker ikke å oppgi	26	14.61%
	Total	178	100%
Mean : **1.382**	Confidence Interval @ 95% : **[1.275 - 1.489]**	Standard Deviation : **0.729**	Standard Error : **0.055**

Jørpeland

INFORMASJON OM RESPONDENTER

251 Svar
Kvinner 70%

Menn 30 %
Barn boende hjemme 66%
Samboer/gifte 86%
Alder

Alder (histogram):
- 90-100
- 80-89
- 70-79
- 60-69
- 50-59
- 40-49
- 30-39
- 20-29
- 10-19
- 0-9

(0 — 50 — 100)
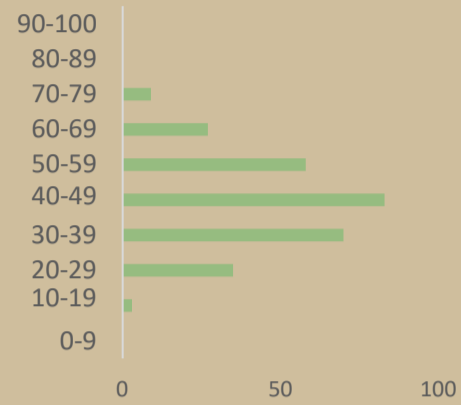
Mest fornøyd med:
Vennlighet
Trygghet
Mulighet for å sykle/gå

Minst fornøyde med:
Trafikknivå
Fortau

TILGANG OG BRUK

FINNES DET FELLES UTEOMRÅDER I NÆRMILJØET DITT?
- Nei
- Ja
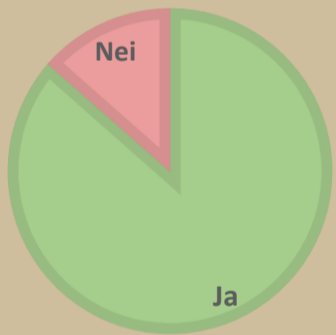
HVOR OFTE BESØKER DU FELLESOMRÅDER I NÆRMILJØET?
(0–100)
Daglig, Ukentlig, Månedlig, Sjeldnere, Aldri

HVOR LANG TID TAR DET Å GÅ FRA HJEMMET DITT TIL DET NÆRMESTE SAMLINGSSTEDET?
(0–35)
Under 5 min., 6-10 min., 11-15 min., Over 15 min., For utrygt å gå, For langt å gå

Hvor fornøyd er du med nærmiljøet ditt på hver av disse punktene: Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din

Veldig fornøyd — Fornøyd — Nøytral — Misfornøyd - Veldig misfornøyd

TILGANG TIL FELLES UTEOMRÅDER
- 4 %
- 14 %
- 28 %
- 21 %
- 33 %

KVALITET PÅ FELLES UTEOMRÅDER
- 16 %
- 9 %
- 16 %
- 34 %
- 25 %

KOMMUNALT VEDLIKEHOLD-VEIARBEID, SKILT, GATELYS
- 7 %
- 7 %
- 19 %
- 33 %
- 34 %

UTSEENDE PÅ BOLIGER OG PRIVATHAGER
- 1 %
- 4 %
- 20 %
- 17 %
- 58 %

TRAFIKKNIVÅ
- 14 %
- 10 %
- 19 %
- 34 %
- 23 %

TRAFIKKSTØY
- 19 %
- 10 %
- 13 %
- 36 %
- 22 %

ANNEN STØY
- 24 %
- 4 %
- 7 %
- 19 %
- 46 %

TILGANG TIL KOLLEKTIV TRANSPORT
- 5 %
- 8 %
- 39 %
- 11 %
- 37 %

MULIGHET FOR Å SYKLE ELLER GÅ
- 38 %
- 6 %
- 5 %
- 10 %
- 41 %

FORTAU I NABOLAG
- 22 %
- 13 %
- 16 %
- 34 %
- 15 %

GENERELL TRYGGHET I NABOLAGET
- 2 %
- 5 %
- 12 %
- 34 %
- 47 %

VENNLIGHET BLANT NABOER
- 1 %
- 1 %
- 48 %
- 10 %
- 40 %

BEHOV FOR OPPGRADERINGER OG NYE FELLESOMRÅDER

HAR NÆRMILJØET DITT BEHOV FOR FLERE FELLESOMRÅDER?
- Vet ikke
- Ja
- Nei
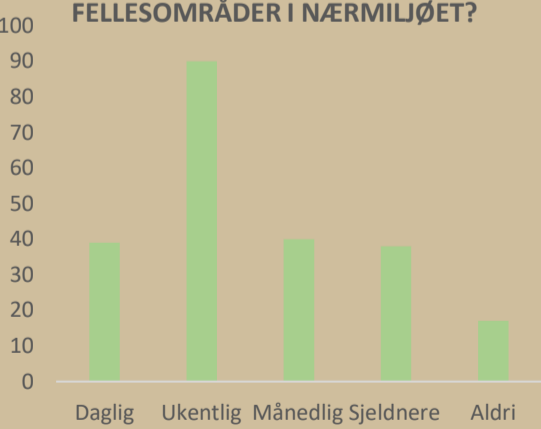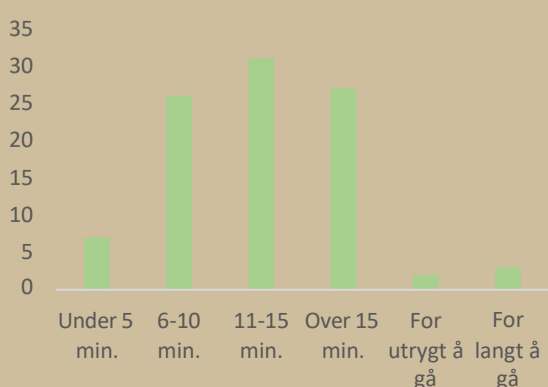
HVILKEN AV FØLGENDE FELLESOMRÅDER SER DU ER BEHOV FOR I NÆRMILJØET DITT?
(0–60)
Park, Lekeplass, Sitteplass og benk, Grillplass, Turområde, Ballbinge, Andre sportsanlegg, Offentlig toalett, Andre fellesområder

ER DET BEHOV FOR FORBEDRINGER OG OPPGRADERINGER AV FELLESOMRÅDENE?
- Vet ikke
- Nei
- Ja
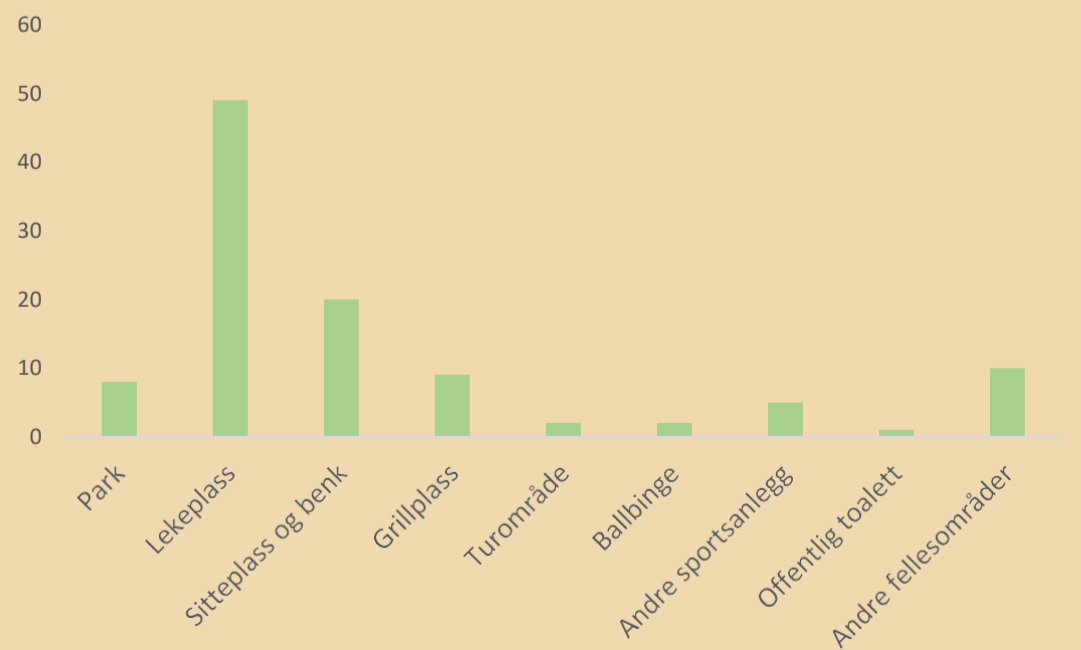
FORSLAG TIL ANDRE FELLESOMRÅDER:
- ❑ Utbedring av offentlig strand ved siden av båthusene
- ❑ Hundepark
- ❑ Felles badeplass ved sjøen
- ❑ Ordnede fellesområder ved sjøen
- ❑ Tilrettelagt badestrand
- ❑ Gapehauk på Fullshammeren
- ❑ Bypark i vågen og langs Marcelius promenad

Tau

INFORMASJON OM RESPONDENTER

91 Svar
Kvinner 75%
Menn 25 %
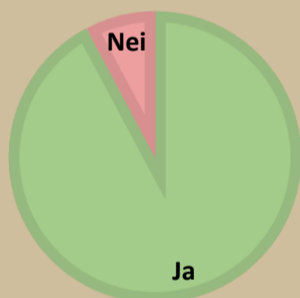Barn boende hjemme 56%
Samboer/gifte 77%
Alder

(Aldersfordeling 80-89 ned til 0-9, akse 0–40)
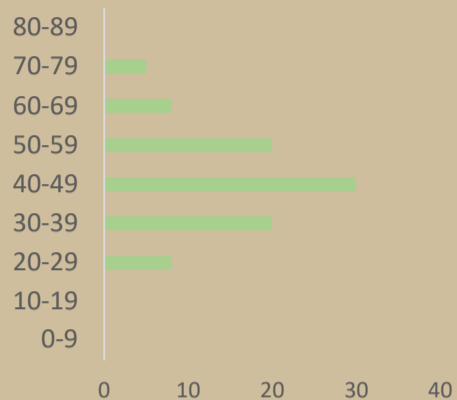
Mest fornøyd med:
Vennlighet
Mulighet for å gå eller sykle
Trygghet

Minst fornøyde med:
Fortau
Kvalitet på felles uteområder

TILGANG OG BRUK
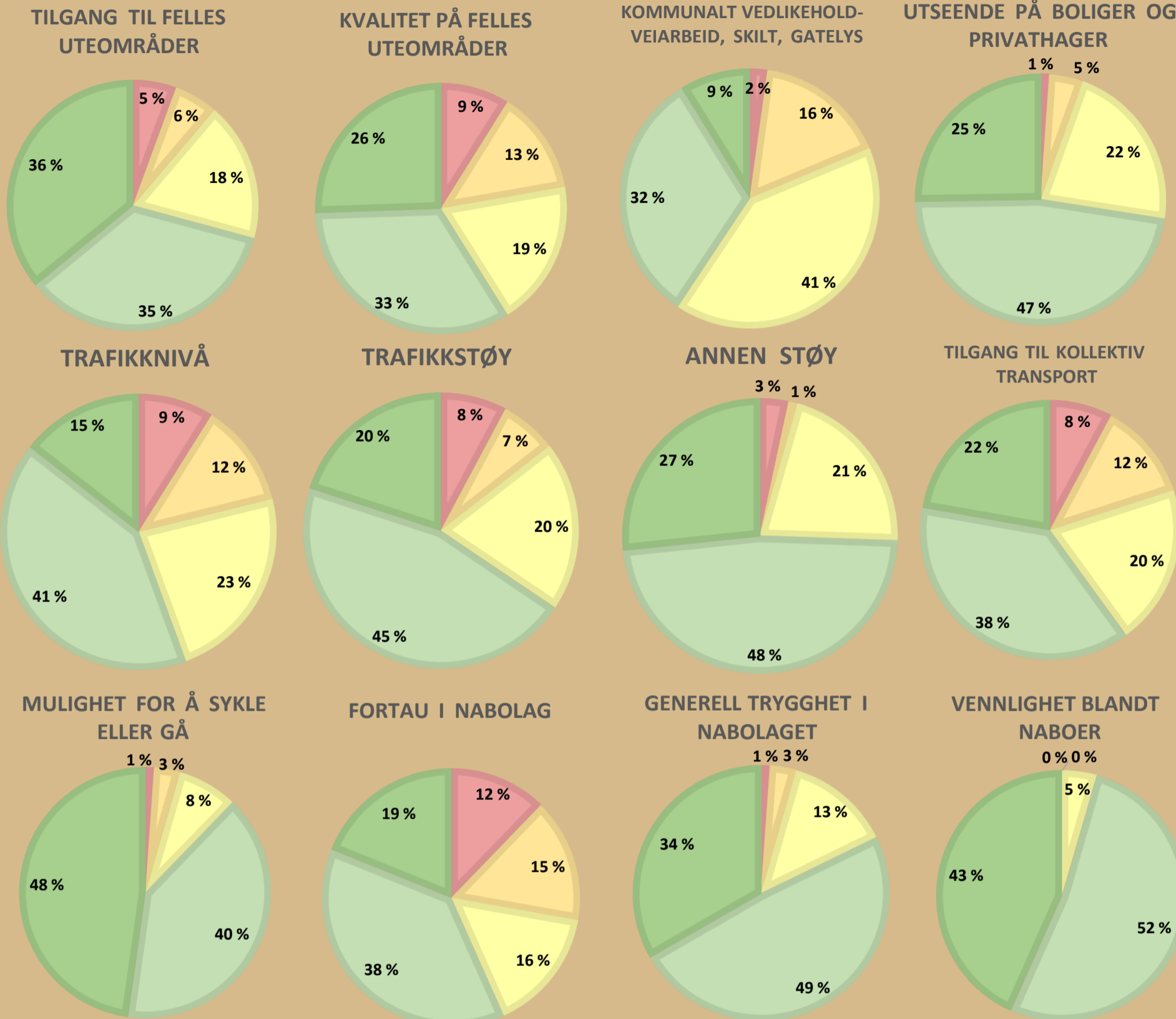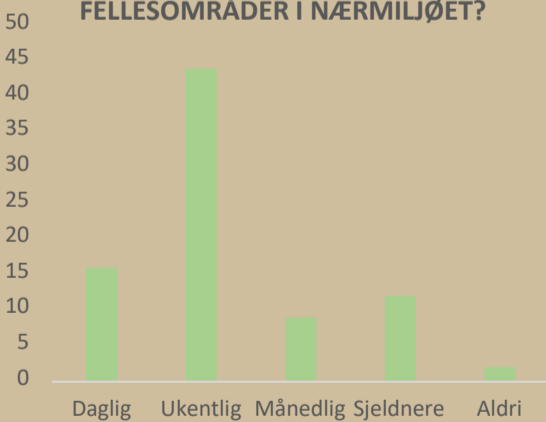
FINNES DET FELLES UTEOMRÅDER I NÆRMILJØET DITT?

Nei / Ja

HVOR OFTE BESØKER DU FELLESOMRÅDER I NÆRMILJØET?

Daglig, Ukentlig, Månedlig, Sjeldnere, Aldri

HVOR LANG TID TAR DET Å GÅ FRA HJEMMET DITT TIL DET NÆRMESTE SAMLINGSSTEDET?

Under 5 minutter, 6-10 minutter, 11-15 minutter, Over 15 minutter, For utrygt å gå, For langt å gå

Hvor fornøyd er du med nærmiljøet ditt på hver av disse punktene: Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din

Veldig fornøyd – Fornøyd – Nøytral – Misfornøyd - Veldig misfornøyd

TILGANG TIL FELLES UTEOMRÅDER

5 %, 6 %, 18 %, 36 %, 35 %

KVALITET PÅ FELLES UTEOMRÅDER

9 %, 13 %, 19 %, 26 %, 33 %

KOMMUNALT VEDLIKEHOLD- VEIARBEID, SKILT, GATELYS

9 %, 2 %, 16 %, 41 %, 32 %

UTSEENDE PÅ BOLIGER OG PRIVATHAGER

1 %, 5 %, 22 %, 25 %, 47 %

TRAFIKKNIVÅ

9 %, 12 %, 23 %, 15 %, 41 %

TRAFIKKSTØY

8 %, 7 %, 20 %, 20 %, 45 %

ANNEN STØY

3 %, 1 %, 21 %, 27 %, 48 %

TILGANG TIL KOLLEKTIV TRANSPORT

8 %, 12 %, 20 %, 22 %, 38 %

MULIGHET FOR Å SYKLE ELLER GÅ

1 %, 3 %, 8 %, 48 %, 40 %

FORTAU I NABOLAG

12 %, 15 %, 16 %, 19 %, 38 %

GENERELL TRYGGHET I NABOLAGET

1 %, 3 %, 13 %, 34 %, 49 %

VENNLIGHET BLANDT NABOER

0 %, 0 %, 5 %, 43 %, 52 %

BEHOV FOR OPPGRADERINGER OG NYE FELLESOMRÅDER

HAR NÆRMILJØET DITT BEHOV FOR FLERE FELLESOMRÅDER?

Nei / Ja

ER DET BEHOV FOR FORBEDRINGER OG OPPGRADERINGER AV FELLESOMRÅDENE?

Vet ikke / Nei / Ja

HVILKEN AV FØLGENDE FELLESOMRÅDER SER DU ER BEHOV FOR I NÆRMILJØET DITT?

Park, Lekeplass, Sitteplass og benk, Grillplass, Turområde, Ballbinge, Andre sportsanlegg, Offentlig toalett, Andre fellesområder
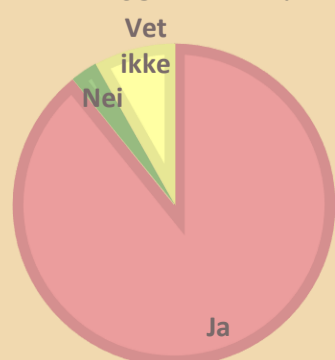
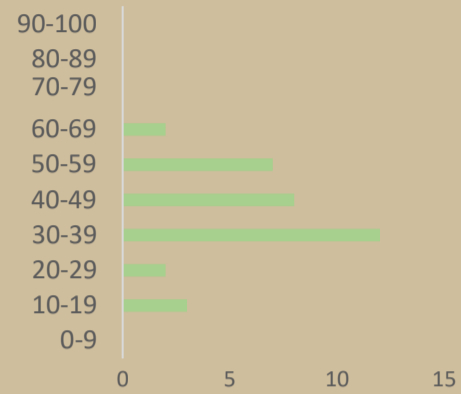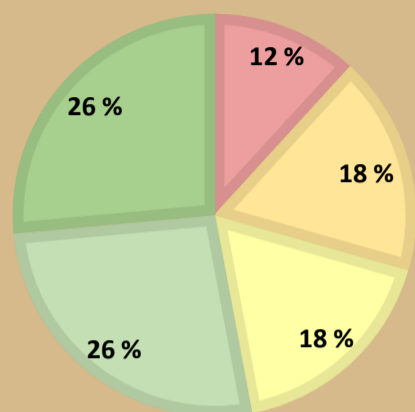**FORSLAG TIL ANDRE FELLESOMRÅDER:**
- Luftegård for hunder
- Ikke kristelig fritidsklubb
- Stor kombinert lekeplass, sitteplass, grillplass

Strand Nord

Amdal,Alsvik,Kjølevik,Fiskå,Voster,Heggheim,Bjørheimsbygd,Sørskår,Døvig   m.m.

INFORMASJON OM RESPONDENTER

34 Svar
Kvinner 79%
Menn 21 %
Barn boende hjemme 62%
Samboer/gifte 88%
Alder

Alder (antall)

Aldersgruppe	
90-100	
80-89	
70-79	
60-69	
50-59	
40-49	
30-39	
20-29	
10-19	
0-9	

(skala 0, 5, 10, 15)

Mest fornøyd med:
Vennlighet
Utseende på boliger og privathager
Trygghet
Trafikkstøy

Minst fornøyde med:
Fortau
Mulighet for å sykle eller gå
Tilgang til kollektiv transport

TILGANG OG BRUK

FINNES DET FELLES UTEOMRÅDER I NÆRMILJØET DITT?

Nei / Ja

HVOR OFTE BESØKER DU FELLESOMRÅDER I NÆRMILJØET?

(skala 0–7)
Daglig, Ukentlig, Månedlig, Sjeldnere, Aldri

HVOR LANG TID TAR DET Å GÅ FRA HJEMMET DITT TIL DET NÆRMESTE SAMLINGSSTEDET?

(skala 0–7)
Under 5 min., 6-10 min., 11-15 min., Over 15 min., For utrygt å gå, For langt å gå

Hvor fornøyd er du med nærmiljøet ditt på hver av disse punktene: Med nærmiljøet menes inntil ca. 500 meter(3-4 minutter å gå) fra boligen din

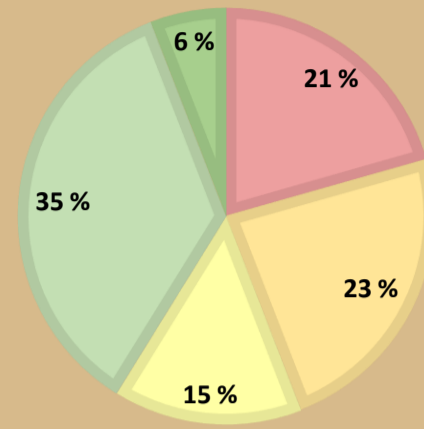**Veldig fornøyd – Fornøyd – Nøytral – Misfornøyd - Veldig misfornøyd**
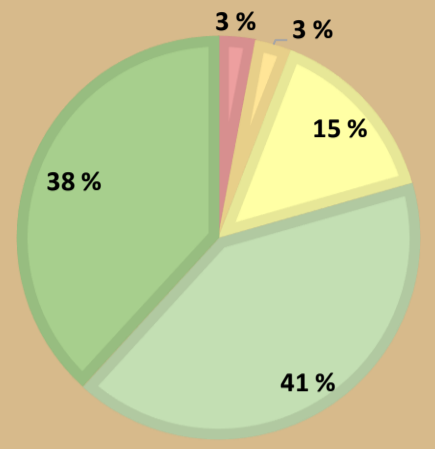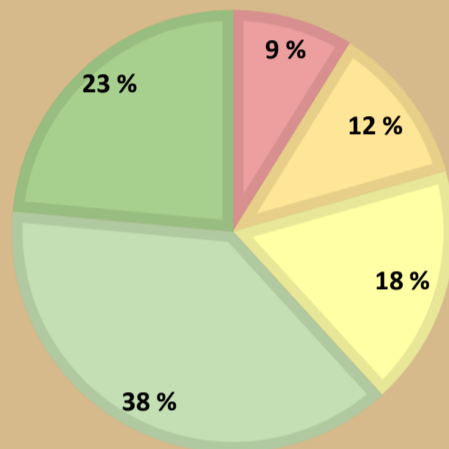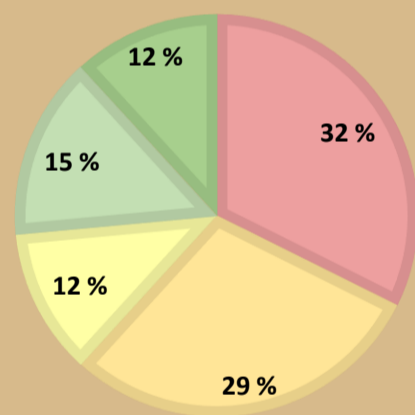
TILGANG TIL FELLES UTEOMRÅDER
24 %, 12 %, 12 %, 26 %, 26 %

KVALITET PÅ FELLES UTEOMRÅDER
26 %, 12 %, 18 %, 18 %, 26 %

KOMMUNALT VEDLIKEHOLD-VEIARBEID, SKILT, GATELYS
6 %, 21 %, 23 %, 15 %, 35 %

UTSEENDE PÅ BOLIGER OG PRIVATHAGER
3 %, 3 %, 15 %, 41 %, 38 %

TRAFIKKNIVÅ
23 %, 9 %, 12 %, 18 %, 38 %

TRAFIKKSTØY
26 %, 9 %, 9 %, 15 %, 41 %

ANNEN STØY
26 %, 3 %, 12 %, 21 %, 38 %

TILGANG TIL KOLLEKTIV TRANSPORT
12 %, 0 %, 29 %, 32 %, 27 %

MULIGHET FOR Å SYKLE ELLER GÅ
12 %, 32 %, 29 %, 12 %, 15 %

FORTAU I NABOLAG
3 %, 3 %, 46 %, 24 %, 24 %

GENERELL TRYGGHET I NABOLAGET
24 %, 3 %, 9 %, 21 %, 43 %

VENNLIGHET BLANDT NABOER
0 %, 3 %, 6 %, 36 %, 55 %

BEHOV FOR OPPGRADERINGER OG NYE FELLESOMRÅDER

HAR NÆRMILJØET DITT BEHOV FOR FLERE FELLESOMRÅDER?
Ja / Nei / Vet ikke

ER DET BEHOV FOR FORBEDRINGER OG OPPGRADERINGER AV FELLESOMRÅDENE?
Ja / Nei / Vet ikke

HVILKEN AV FØLGENDE FELLESOMRÅDER SER DU ER BEHOV FOR I NÆRMILJØET DITT?

(skala 0–7)
Park, Lekeplass, Sitteplass og benk, Grillplass, Turområde, Ballbinge, Andre sportsanlegg, Offentlig toalett, Andre fellesområder