European Foundation on Social Quality

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Welfare Arrangements, Sustainable Urban Development, and New forms of Governance: the current 'demonstration project' of the City of The Hague as example

**Plans for the start of comparative urban studies
between The Hague, Sheffield and Hangzhou
as point of departure for the European GOSUD-project**

**European Foundation on Social Quality
Laurent J.G. van der Maesen
Assisted by Peter Herrmann**

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Introduction

The new book on social quality as point of departure

This working-paper welfare arrangements, sustainable urban development, and new forms of governance is based on a recent application of the European Foundation on Social Quality (EFSQ) and DISPOS of the University of Genoa.[1] Its content builds on the current experience with a 'demonstration project' for sustainable urban development of the locality 'Laak/Binckhorst' of the city of The Hague. The application is a preparation for the European **GOSUD-project** (Governance, Cohesion and Sustainable Urban Development), with twelve participating cities.[2] The working-paper's specific aim is to explain the objectives of the Dutch project as point of departure for the recent decision to compare it with comparable projects in Sheffield (United Kingdom) and Hangzhou (mainland China). This **tripartite collaboration** may be realized with the help of the social quality approach. The actual state-of-affairs of this approach has recently been published in the third book by the European Foundation on Social Quality.[3] The foundations of this book were laid primarily by the European Network Indicators of Social Quality, funded by the European Union's Fifth Framework Programme for Research and Technological Development, which gave considerable impetus to social quality thinking: theoretically, empirically and in policy terms.[4] This book has also been inspired by the investigations into and applications of social quality in the Asia-Pacific region which began in the mid-2000s. Since 2010 these network has been formalised into the Asian Consortium for Social Quality. [5]

Two new instruments for innovation

There is a strong need in current society to address the consequences of powerful external forces as globalization and climate change and internal forces as demographic and socio-economic developments in Europe (see the EU's 'Social Polis Platform' about 'urban issues' [6]). These forces play a role at all levels but are prevalent at local (urban) levels. The tripartite collaboration (and the proposed GOSUD-project) aims to analyse social cohesion in daily circumstances in relation to social inclusion, socio-economic security and social empowerment. It will support innovative projects in these localities and to contribute to the development of a consensus on an adequate 'urban methodological framework', which is lacking today. This also implies the application of adequate indicators which transcend GDP-indicators, as well as the application of qualitative and normative standards to judge the results of policy measures. The working-paper introduces two new instruments for each locality: (i) a **communication centre** and (ii) a **coalition of knowledge institutes** to interrelate science and practices addressing current city issues in a comparable way. Their reciprocity - inspired by the social quality work - will create a point of departure for societal (local) innovation. It will inspire politicians, institutions, organisations and especially groups of citizens to develop adequate sustainable urban circumstances to address the most urgent societal challenges.

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[1] It concerns the Call SSH.2012.2.2.2.-1 of the European Commission (DG Research), 7th Framework Programme.
[2] It concerns the cities of: The Hague (The Netherlands), Genoa (Italy), Sheffield (England), Göttingen (Germany) , Aberdeen (Scotland), Moldova (Moldavia), Warsaw (Poland) , Gyor (Hungary), Nantes (France), Roskilde (Denmark), Thessaloniki (Greece), Lisbon (Portugal),and possible Antwerp (Belgium).
[3] L.J.G. van der Maesen and A.C. Walker (eds) (2012) *Social Quality: from Theory to Indicators* (Basingstoke: Palgrave Macmillan).
[4] See the first publication: D. Gordon, L.J.G. van der Maesen, and H. Verkleij (eds) (2005) Indicators of Social Quality: Application in fourteen European Countries*, European Journal of Social Quality*, 5 (1&2), pp. 1-300.
[5] See First Newsletter, published by the EFSQ and the ACSQ, February 20112 (www.socialquality.org).
[6] Social Polis Platform (F. Moulaert et al) (2011*), European Agenda for Research on Cities and Social cohesion: Aimed at international, national, regional and local research funds, researchers and other interested groups* (Brussels: DG Research).

The 'demonstration project for sustainable urban development

According to DG Research of the European Commission, the challenge is to understand the diversity and its governance which play a key role in the institutional arrangements and mechanisms needed to face social cohesion challenges in modern cities. The tripartite collaboration as well as the   proposed GOSUD-project may be appreciated as a wider challenge to contribute to (i) sustainable urban development, because (ii) sustainability should also be based on social cohesion in local urban areas, as well as social inclusion, socio-economic security and social empowerment of citizens. It concerns the four conditional factors of the social quality approach as explained in the social quality theory.[7] With the help of the further elaboration and use of these four factors we may contribute not only to new forms of governance to address contemporary issues of diversity, but also to community building and innovative welfare arrangements (provisions) resulting into sustainable urban development.

In other words the aims of the tripartite collaboration and the GOSUD-project are:
- to create interdisciplinary networks of scientists in the participating cities,
- to approach in a similar way (theoretically, empirically and methodologically) the problematique of specific localities of these cities (see the 'Social Polis Platform'),[8]
- as point of departure for stimulating collaboration of municipalities, organizations and groups of citizens to address this problematique, with the help of the first new instrument – the **communication centre** of the locality – to connect representatives of these 'worlds' to create a real partnership,
- with assistance of scientists connected with a second new instrument – namely a consortium or **coalition of knowledge institutes** of the participating cities - to stimulate research for supporting innovative practices in the localities,
- as point of departure for 'societal innovation' by paving the way for an adequate reciprocity between practice and science,
- which should create a real perspective for sustainable urban development of these localities as examples for their cities
- as well as for other European cities and beyond.

These aims – referring to the current practices of the 'demonstration project Laak/Binckhorst' of the city of The Hague, which are financed by the European Commission, its municipality and other stakeholders[9] - are new for Europe. They imply an answer to the European Commission's plea to analyse afresh the transformations in our cities for addressing the most important challenge of our societies, namely to reach sustainable circumstances.[10] This introduction focusses on showing that the tripartite collaboration and the proposed GOSUD-project have already an advanced and solid foundation to develop a sound and systematic approach. It has recently been decided with representatives of eleven other cities in Europe to start the development of similar 'demonstration projects' with the aim of devising a commonly agreeable, scientifically sound and practically applicable methodology for achieving and assessing sustainable urban development. This strategy – based on the new social quality approach - may give a new impulse to the quest for practicable roads toward achieving (urban) sustainability .

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[7] See note-3 and see: W.A. Beck, L.J.G. van der Maesen, F. Thomése, and A.C. Walker (eds) (2001*) Social Quality: A Vision for Europe* (The Hage/London/Boston: Kluwer Law International).
[8] See Social Polis Platform (see note-6).
[9] Municipality The Hague (2011) *Project plan Health Care, Well-being and Sport for Laak/Binckhorst in the context of 'Chances for The Western Part of The Netherlands [in Dutch]* (The Hague: Department of OCW).
[10] European Commission (2007) *Opportunities, Access and Solidarity: towards a New Social Vision for the 21st Century Europe* (Brussels: Commission of the European Communities: COM 726 final).
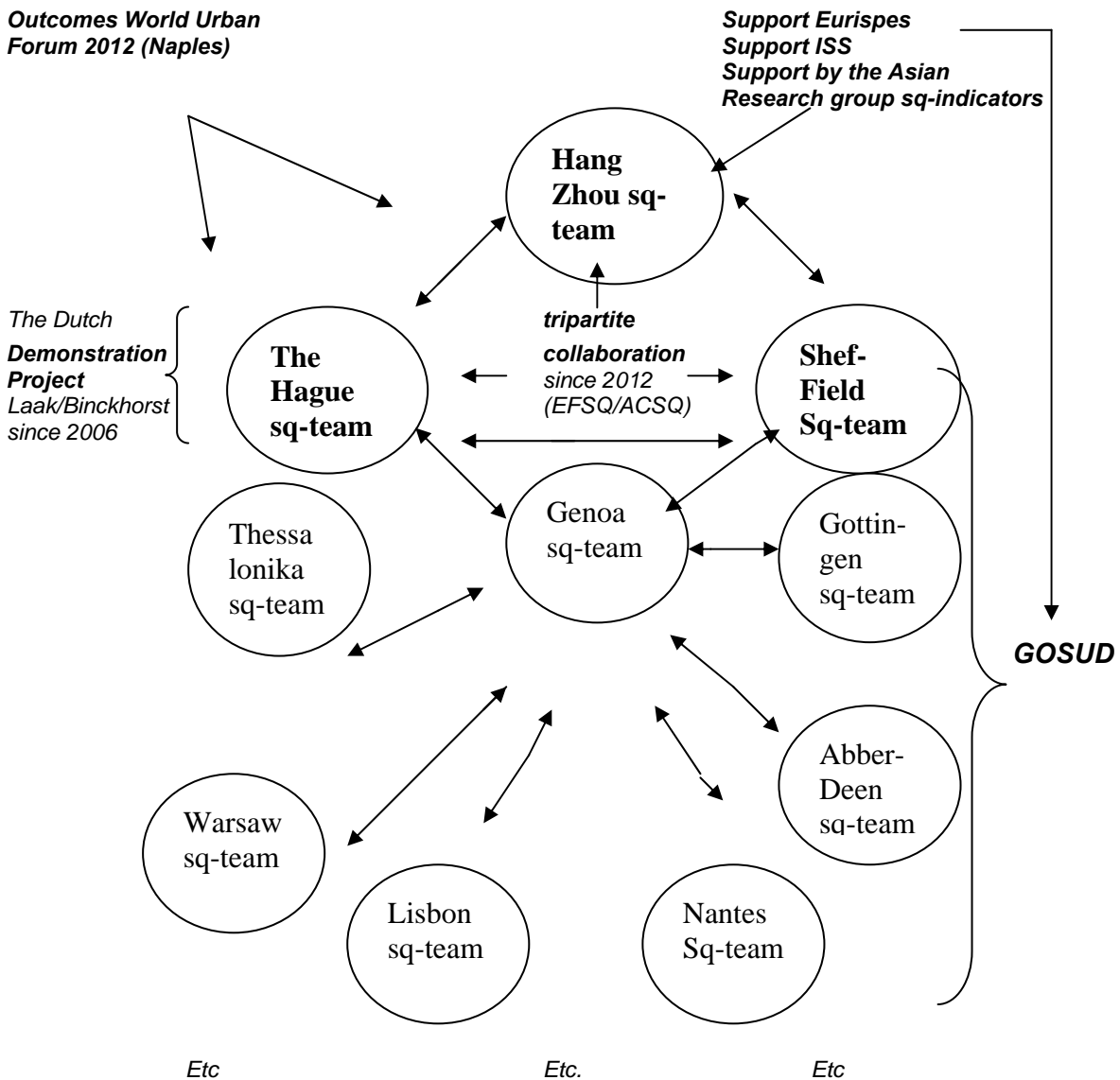
Chapter-1   The tripartite collaboration and the GOSUD-project (Governance of Cohesion and Diversity for Sustainable Urban Development)

Section-1.1   Concept (conceptual framework) and objectives

1.1.1   An illustration of the project's related participants

For a clear understanding of the plans we present here an overview of the relations of the participants (of the tripartite collaboration and the GOSUD-project) namely the interdisciplinary 'social quality teams' which will be responsible for the operationalisation of the project, as well as supporting institutes and networks:

Figure-1:   The relations between the social quality teams in different cities

In Figure-1 the top concerns the tripartite collaboration of Hangzhou, The Hague and Sheffield, starting in January 2012 based on its own forms of financing for related processes. This collaboration will function as the **motor** of the European GOSUD-project. For this project the 'social quality team' of Genoa will function as an intermediary between this tripartite collaboration and other cities participating in this project. The Dutch demonstration-project functions as an example, and this example will be strengthened thanks to the tripartite collaboration (see above) and the comparison with the work carried out in the context of UN-Habitat (see below). The proposed European project will be supported by the International Institute of Social Sciences, the 'leading European institute for Development Studies' in The Hague, a faculty of the Erasmus University in Rotterdam. The ISS's new priorities will be developing education and research concerning new forms of governance, welfare arrangements and sustainability. Three main topics, which should be realised in sustainable urban development. The national Italian Institute for Economic, Political and Social Research, EURISPES, will start an interdisciplinary study group for analysing the work of the 'social quality team's of the European project in order to disseminate the outcomes to other 'social quality teams' in Europe, Asia and Australia. In other words, both – the ISS and EURISPES – will facilitate many aspects of the proposed project. For the methodological work the project will be supported by the current methodological work of the Asian research-group on social quality indicators, with its high qualified technical instruments for measuring.

A recent proposal is to connect and to compare the work to be done by participants of the tripartite collaboration and later by the participating cities of the GOSUD-project with the outcomes of the World Urban Forum which will be presented at a conference in Naples, 2012. The connections will be orchestrated with help of the project's Steering Group. This UN Habitat Forum says, that "*addressing the challenge to cope with the unprecedented grow of towns and cities, setting the social, political, cultural and environmental trends of the world. (With this in mind) sustainable urbanisation is one of the most pressing challenges facing the global community in the 21st century*".[11] A similar conclusion is made at the DG Research conference on sustainable development. Concluded is that "*City governance linking all levels of urban society has to be established if sustainable development is to be achieved. Improved governance should not address only climate change adaptation measures, but also have a critical role to play in ensuring social equity and resource sustainability*".[12]

The EFSQ – in collaboration with the ISS and EURISPES – will be able to guide processes related with these plans for their operationalisation into innovative practices and supporting conceptual and methodological frameworks. This is already demonstrated by the European project for developing 'social quality indicators', which has been realised between 2001 and 2006.[13] This paved the way for the Dutch demonstration-project, seven huge surveys for elaborating and testing these indicators in Asia and Australia and a main third study, mentioned above. The EFSQ strongly supported European and Asian/Australian collaboration. The outcomes will deliver inspiring points of departure for the tripartite collaboration and the GOSUD-project.[14]

1.1.2   Sources of inspiration

As said, since 2006, the EFSQ has been engaged in the application of aspects of the social

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[11] See website: www.unhabitat.org/content.asp, 25-1-2012.

[12] N. Lucas et al (2009), *People, the economy and our planet: Sustainable development insights from socio-economic sciences and humanities* (Brussels: DG Research of the EC), p. 20.

[13] D. Gordon et al (see note-4).

[14] See for recent information: L.J.G. van der Maesen, H. Verkleij (2011) ,*The Annual Report 2009 and 2010 of the European Foundation on Social Quality* (The Hague: EFSQ, www.socialquality.org). The EFSQ was enabled to develop a project-collaboration with the ISS and EURISPES, thanks to its results in the past years.

quality approach in the urban setting of the quarter Laak/Binckhorst of the Dutch City of The Hague; a quarter with the highest diversity in The Netherlands.[15] This resulted in the start of the demonstration project. This work is also inspired, first, by the European DG for Regional Policy. In its 2009-report its vision is articulated that European cities will perform better when the European 'Acquis Urbain' is consolidated and the key elements of a common European **methodology** for sustainable urban development have been defined. And this will be successful if all actors (from local government, societal organisations, groups of citizens etc) will cooperate pursuing a common vision for the future development of European cities. Furthermore, it explains, that **cohesion policy** should play and will continue to play an essential role in city-focused operations and strategies.[16]

Second, this demonstration project had been also inspired by the outcomes of the Eurocities conference on 'building active cities' in The Hague, November 2008.[17] This conference was closely linked to the 'Leipzig Charter' adopted in May 2007 by the European ministers responsible for urban development and territorial cohesion. The key message is that cities are to be seen as cornerstones for the development of well-being and a sustainable Europe. This implies new approaches of local governance and the development and involvement of real entrepreneurship of citizens.[18] Compared to other quarters in The Hague, the demonstration-project became – thanks to the work done since 2006 (as presented above) - an example for the authorities of the operationalization of this key message as well. Also the municipality supports a new relationship between (i) the actors in different innovative projects in this quarter, (ii) policy-makers and their municipality departments, and (iii) groups of citizens and other forms of NGO's.

Third, the investments by the municipality and other actors in Laak/Binckhorst were presented and discussed at the 15th global Metropolis conference concerning 'Justice and Migration', in The Hague, October 2010.[19] The EFSQ was invited to contribute to the conference with a workshop on processes in this locality. Thanks to theoretical background, the social quality team of The Hague made a new step, namely the tentatively articulation of the contours of the methodological framework for urban development (see below).

Fourth, the recent contact with the 'Aldo Della Rocca Foundation' - a non-profit organization on Urban Studies in Rome, founded in 1954 by a decree of the President of the Republic of Italy – to pave the way for a connection with the Italian approaches of urban development in the context of global debates, organized by the United Nations (see the UN Habitat Forum above). The Foundation's recently published book refers to reflections of intellectuals and practitioners to 'The City Crisis' also at European level in the last years. The book presents an inspiring plea for new approaches. We read that "*the crisis [of the cities] is due to a series of causes which we have listed, explored and presented. They are: insecurity, deterioration and being accustomed to deterioration, pollution, vulnerability, and enormous increase in complexity – phenomena that are interim as a result of which the destiny of cities, rather than producing answers to the problems of people produces growing entropy. Thus chaos, thus diseconomies, thus insecurity (…) The city in which urban society is located has remained stationary; society poses questions but the city does not answer. The distance*

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[15] L.J.G. van der Maesen (2009), *The experimental Urban Space of Laak North of the City of The Hague as part of the Dutch Delta Metropolis: an adequate international Frame of Reference?* (The Hague: EFSQ, working-paper nr.2, www.socialquality.org),
[16] DG Regional Policy (2009), *Promoting Sustainable Urban Development in Europe: Achievements and Opportunities* (Brussels: EC).
[17] Euro Cities (2008), *Building Active Cities: Modern Citizenship and integrated Governance* (The Hague: Euro Cities/Municipality).
[18] *Leipzig Charter on Sustainable European Cities* (Agreed on the occasion of the informal Ministerial Meeting on Urban Development and Territorial Cohesion in Leipzig), 24 May 2007.
[19] H.G.J. Nijhuis (2010) *Proposal to the Office of the Metropolis Conference (NHQ-Metropolis) and the ISS/EFSQ-group* (The Hague: Municipality, July).

between the city and society tends to grow increasingly; it does not generate any correspondence between the city and society – it generates crisis.(…)The remedies could be the creation of functions and services of dialogue to ensure that diversities can coexist and develop what we call the culture of diversity and respect for alternatives as opposed to conflict. The other subject is the use of advanced technologies connected to nanotechnologies for the move from macro to micro and on to nano, which is an instrument that is enormously more powerful than information and communications technology and telematics. (…) The other subject is a powerful, continuous, widespread and general activity involving formation and education in relation to change; if it is true that society is changing and this increases differences, all of us should be educated to differences and understand those who are different'. [20]

1.1.3 Attention for welfare arrangements and new forms of governance

The attention for local circumstances as argued in the Dutch demonstration project as well as for the tripartite collaboration and the GOSUD-project concerns the important role of welfare arrangements for enhancing daily circumstances and for paving the way for sustainable conditions.[21] These arrangements are influenced or determined by existing local institutional frameworks, the position and role (or lack of any role) by community groups and the departments of the local governments, as well as local policy-makers. Especially in the 1980s and 1990s the interest increased for analysing, systemising and typologising local welfare arrangements – to a large extent this can be seen as a reply from academia to the emerging challenges to which European integration confronts us all. On the one hand it is getting clear that a 'pure single market strategy' would not do suffice. Economic, political, cultural and environmental developments demonstrate that a wider approach is needed. Thereby the orientation on 'welfare regimes' clearly shows that policies need to be discussed in a wider framework of systemic views rather than only being concerned with individual matters. Finally, we have to interpret the outcomes in such a way that they are comparable within Europe and between Europe and other continents. The tripartite collaboration – between The Hague, Sheffield and Hangzhou – will strengthen the possibilities for this comparative work with the help of the social quality approach.

With the previous presentation we can now derive at least three aspects, which require developing a new perspective.
- New challenges come up by forces both from within and outside of the European Union. On the other hand this especially causes a shift of socio-economic processes, demographic relations by far-reaching processes of migration, an important increase of older people, and changing-life-styles.
- We face a shift away from the traditional understanding of government, moving towards governance. The new challenges play a role on all levels but are prevalent at the local level, where they are implemented and realised and are therefore crucial for the extent of sustainable cohesiveness of the local level. It is this level which demands for new forms of governance to cope with the challenges.
- Especially the local welfare arrangements naturally come into play as new focus to address the results of the transformation of this level. This theme, important for research and policy making processes, is not addressed in the national oriented welfare regimes studies.

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[20] C. Beguinot et al (2011) *The City Crises: For a UN World Conference and for a UN Resolution. The Priority of the XX1 Century* (Napoli: Giannini, 323 Eighth Tome Series of Urban Studies)
[21] A. Andreotti et al (2011*), Local welfare systems: a challenge for social cohesion* (Milan: University of Milano, Biocca).

New forms of governance should play a crucial role. But in reality we recognise today - in the words of Vigoda - new forms of managerialism, which obscures the significance of *"citizen action and participation through overstressing the (important) idea of responsiveness [we need some guidelines for enhancing] the collaboration and partnership among governance and public administration agencies, citizens, and other social players such as the media, academia, and the private and third sectors"*. He illustrates his plea in the following way:[22]

Figure 2   Collaboration among Social Players: An Insight into the Next Generation
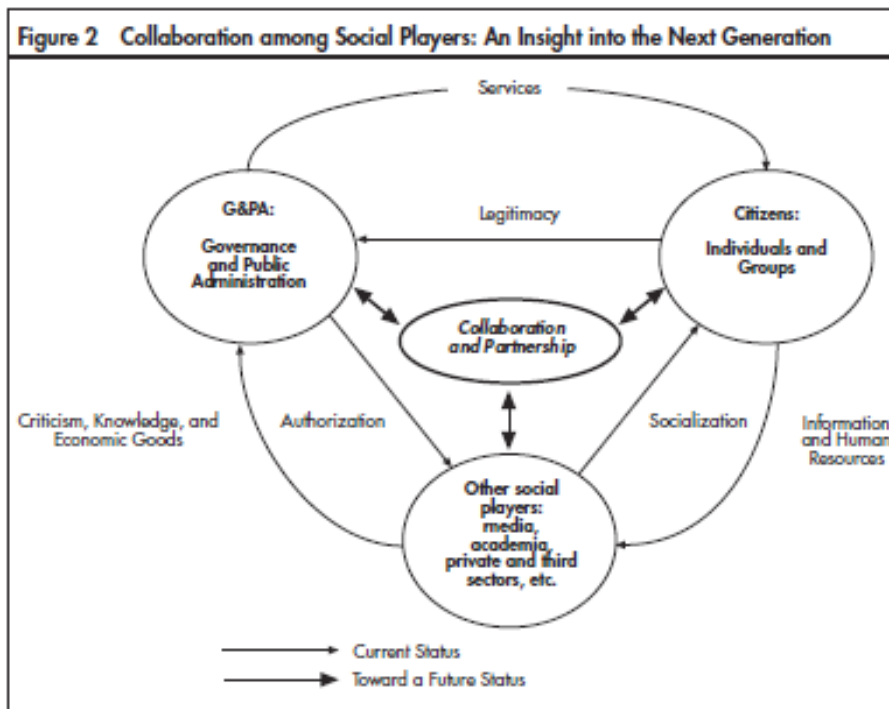
With the proposed tripartite collaboaration and the GOSUD-project in mind, it is of interest that in the work resulting to the Dutch 'demonstration project' we may find a further elaboration of Figure-2. First, instead of three 'worlds' the 'social quality team' of The Hague distinguishes five 'worlds' (see Figure-3). Second, it presents two concrete instruments – a communication centre and a coalition of knowledge institutes – to operationalise the 'collaboration and partnership'(see Figure-2). Third, compared to this Figure-2 this team not only accentuates a new 'methodology of governance' but also other methodologies, which are conditions for constituting the overall 'urban methodological framework'. The methodology of governance is an aspect of interventions to address the urban problematique. In isolation, it does not change relationships in daily circumstances.

1.1.3   The rationale and concept of the tripartite collaboration and the GOSUD-project

The **main rationale** is to adequate address the main problematique of (European) cities. Important points of departure for exploring this problematique are given from two sides. First from the side of the 'Social Polis Platform'. It concludes that research on social cohesion and cities is crucial for tackling complex societal problems and that these

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[22] E. Vigoda (2002) From Responsiveness to collaboration: Governance, Citizens, and the Next Generation of Public Administration, *Public Administration Review* , Vol 62 (5) , 527-540: resp. p. 527 and p. 534.

problems should be addressed by approaching them from different perspectives: *'the failure of existing integrative mechanisms and the deepening of processes of differentiation and individualization in contemporary societies have led to a broad range of new urban problematic. The perceived systemic failure to hold society together through the labour market, the family and public institutions is at the root of political and academic reflections on social cohesion'.* [23]

A second important point of departure is given by the UN Habitat. It concludes that the first decade of the twenty-first century has been marked by overwhelming challenges including a food crisis, an energy crisis, a financial crisis, and a growing realization of the consequences of climate change: *'thousands of organizations are developing tools and offering policy options to meet these challenges. But these activities are disparate and tend to ignore an equally unprecedented mega trend: that the world is undergoing an irreversible process of rapid urbanization. Failure to accommodate this mega trend has resulted in unsustainable forms of production and consumption, poverty and social exclusion, and pollution'.* [24] It also says, that for creating positive conditions in the near future, attention should be dedicated to 'sustainable development' of the interconnected urban or societal spaces in all continents. This supposes comparable research at global level as well, which would imply a consistent globally accepted conceptual framework.[25] For the European Union it is highly important that urban processes in European metropoles and cities can be compared with processes in cities in other continents. Therefore we need an unequivocal scientific and policy language.

According to some outcomes of the 'Social Polis Platform's' work, it is argued that cities are subject to global changes but they also become producers of their urban realities. Important are policies aiming at fostering social inclusion in cities linked with socio-economic responses to crises in employment and social exclusion, urban regeneration and access to services and environmental goods in deprived areas. The related challenge is to promote urban social cohesion as a multidimensional problem.[26] And because very soon more than 70% of Europe's people will live in cities and urban environments, the ecological problematic is primarily an urban problem and one that has major repercussions for processes of social cohesion and social integration.[27]

In order to address the rationale of the tripartite collaboration and the proposed GOSUD-project we need to elaborate and to apply a new **concept** or organizing principle (conceptual and methodological framework) because consensus exists that this is lacking in Europe and beyond. In a European wide study concerning fifty cities – made on request by the French Government – it is demonstrated that indeed we should develop new instruments to successfully implement and execute integrated sustainable urban development policies and planning. Concluded is, that a consensus about the interpretation of 'sustainability' is lacking totally and a consensus about an 'urban methodological framework' - with which to develop sustainable urban development - is lacking as well. Furthermore, financial flows and budget lines are often linked to sectoral policies (housing, transport, welfare, education). These budget lines have their own criteria of selecting projects and their own obligations of accountability.[28] In other words, the purpose of the concept in the broad sense of the word is to contribute to a global consensus on an urban conceptual and methodological framework for sustainable urban development, including current issues of cohesion, inclusion, empowerment, diversity and community building at local level.

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[23] Social Polis Platform (see note-6), p. 2.

[24] UN (Habitat) (2009), *For a better Urban Future* (Paris: UN).

[25] K. Lin (2011), The Prototype of Social Quality Theory and its Applicability to Asian Societies, *International Journal of Social Quality,* 1 (1) , 57-71

[26] Social Polis Platform (note-6): R. Gilroy et al, *Urban Social Cohesion in the Face of Global Changes, Crises and Opportunities*, p. 6.

[27] Social Polis Platform (note-6): S. Musterd et al, *Governing Cohesion and Diversity in Urban Contexts*, p. 18.

[28] K. van Dijken et al (2008), *Levers of Public Action for the Development of Sustainable Cities* (The Hague: NICIS).

This will be based on:
- The recently published ***third study*** by the EFSQ on social quality and its indicators, referring to the work of some thirty European universities and twenty Asian/Australian universities, published in a manifold of national studies and working-papers[29],
- The presentation of the related new outcomes of strategies for innovative practices – the Dutch ***demonstration project*** of the locality Laak/Binckhorst – preparing collaboration between stakeholders and citizens (innovative practices), policy makers (new forms of governance) and scientists (interdisciplinary research)[30].
- The explicitly organized reciprocity between the construction of innovative practices and scientific work, thus between the first and second point for eliminating the entrenchment of scientists and their knowledge institutes. This will take place by the construction of ***two instruments***: a 'communication centre for Laak/Binckhorst' and 'The Hague Academic Coalition for Sustainable Urban Development' (the Hacu) as a crystallization point of knowledge institutes. The reciprocity between both instruments will deliver a model for realizing the equal positions of citizens, professionals, policy-makers and scientists. It is also inspired by the social quality approach. This topic concerns the most unique and innovative aspect of the 'demonstration project', the tripartite collaboration and the proposed GOSUD-project.
- The studies from the side of UN-Habitat (see the World Urban Forum) and by analysing (and comparing) European, Asian and Australian studies about urban processes related with questions of (i) new forms of governance, (ii) innovation of welfare arrangements, and (iii) sustainability.[31] The start will be made by the tripartite collaboration (The Hague, Hangzhou and Sheffield).

1.1.4   *The motives of the tripartite collaboration and the GOSUD-project*

We will make a distinction between at least six motives:

- The first: thanks to the collaboration of a variety of actors (citizens, experts, professionals, civil-servants, policy-makers, scientists) a start is made with a European co-financed 'demonstration project sustainable urban development' in the city of The Hague. The past five years investments by all actors resulted into a European example for experimentally approaching societal complexities (concerning labour and labour market, new forms of inequalities, increasing diversity, outcomes of the electronic based communication for education, health care, governance or participation etc).[32] These investments paved the way for a practical frame of reference.

- The second: there is a new theory (namely the 'social quality theory') with which to assist the demonstration project in The Hague and to deliver points of departure for comparative research on behalf of the proposed network of other relevant examples in European cities. The EFSQ's third book paves the way for this comparative research which will be elaborated further in the core collaboration between The Hague, Sheffield and Hangzhou. In other words it presents a construction (conceptual and methodological) of a new organizing principle to address societal complexities and the differences with other organizing principles (elaborated in the context of

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[29] L.J.G. van der Maesen and A.C. Walker (eds) (see note-3). It also refers to the application of the social quality indicators in fourteen European countries, published in fourteen national reports (see www.socialquality.org). Furthermore, it refers to the recent outcomes of the application of social quality indicators in Hong Kong, mainland China, Japan, Taiwan, Thailand, South-Australia, South Korea since 2010.
[30] See notes-3, 9, 14, and 15.
[31] As noticed, with the help of the Steering Group of the proposed GOSUD-project, the participants will have a direct entrance to these studies for this comparable work.
[32] See notes-3, 9, 14, and 15.

quality of life, social capital etc).[33] The European (since 1990s) and the Asian/Australian (since 2005s) investments paved the way for a scientific frame of reference.

- The third: this refers to the conclusion by the European Commission that the complexities as well as the reciprocity of external and internal forces - causing radical changes - are not really addressed. According to the Commission, we have to analyse afresh the complex dynamics of societal change to be able to judge the relevance and appropriateness of current politics and policies.[34] In other words, from the present prospective the millions of Euro's spent on 'quality-of-life research' seems to be highly problematic. We have to look for new approaches. Therefore the European Commission launched the new target of 'social innovation'.[35] It has already been argued that especially the social quality approach may be highly functional for contributing to this target.[36] The proposed clusters of 'demonstration projects' in Europe may function as highly interesting ***workplaces for innovation.***

- The fourth: this comes from the side of DG Research of the European Commission. As an outcome of an important conference on sustainability concluded is that: '*Achieving a transition towards sustainable development is one of the most important challenges to modern society. Finding solutions requires not only a shift in technology, but also a shift in behaviour and a transition to a decision-making process where choices for action are made differently. An important part of the contribution of socio-economic sciences and humanities research is to identify the economic, political and social conditions for the socio-ecological transition of our current model of production and consumption, including the role of education and training. Proper research, properly used, is itself a precondition for successful transition. Both research practice and content have to be closely scrutinised to improve their contribution to sustainable development. This means developing smart indicators that have an impact on the research activities, and that are promoting a more intimate engagement of researchers with the users of research, including policy-makers and stakeholders within business and civil society*' With this in mind other relevant conclusions concerning the tripartite collaboration and the proposed GOSUD-project are that we need to define new forms of governance in business, cities and regions to allow expressions of new values and new forms of decision-making. Furthermore, that for sustainable urban development the engagement of citizens in local governance and decision-making processes through the use of collaborative techniques is essential: '*City governance linking all levels of urban society has to be established if sustainable development is to be achieved*'.[37] This implies new models and especially strategies.

- The fifth: that the recent outcomes of the Social Polis Platform remains too descriptive and, therefore, too fragmented. Missing is a theoretical '***organizing principle'*** to connect its different parts at abstract and also at practical level. Remarkable

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[33] L.J.G. van der Maesen and A.C. Walker (see note-3). In this book also an overview is presented of the European scientific debate on the European Social Model, European Welfare States, the Lisbon Agenda and new sustainability strategies from the perspective of the social quality approach. These topics are connected with other related global debates.

[34] European Commission (see note-10). Furthermore: P. Liddle, F. Lerais (2007) *Europe's Social Reality: consultation Paper from the Bureau of European Policy Advisors* (Brussels: EC/BEPA).

[35] European Commission (2009) *Social Innovation as Part of the Europe 2020 Strategy* (Brussels: Bureau of European Policy Advisors), and: European Commission (2010) *Europe 2020 Flagship Initiative: Innovation Union* (Brussels: Commissions of the European Communities). As will be argued, as well in this context, the adjective 'social' remains unelaborated.

[36] P. Oeij, S. Dhondt and T. Korver (2011) Social Innovation, Workplace Innovation and Social Quality, *International Journal of Social Quality,* 1 (2): pp. 31-49.

[37] N. Lucas et al (see note-12), p. 20

are the sometimes explicit but mostly implicit referrals in the outcomes of the 'Social Polis Platform' to important approaches to deliver the ingredients of the 'organizing principle':

- o The quality of life studies (stimulated by the European Commission),
- o Social capital studies (stimulated by the World Bank),
- o Social and human development studies (stimulated by the United Nations),
- o Human security studies (stimulated by Asian governments and institutes),
- o Capability studies (stimulated by many international universities),
- o Social harmony studies (stimulated by the Chinese government as well).

Social quality scientists started with the comparison of these approaches.[38] Also in relevant analyses for the GOSUD-project, to be discussed in section-1.2, mostly missing are reflections of basic propositions and assumptions, a relation with one of the approaches and the consequences of related choices. They are essential for the demonstration project in The Hague and they will be essential for the GOSUD-project. In the EFSQ's third study the significance of the differences for new politics and policies to contribute to sustainable urban development are discussed for explaining the new role of the social quality approach.[39]

- The sixth: as an outcome of the European Council in Gothenburg in June 2001, a strong plea is made to develop methodologies and methods for the improvement of sustainable cohesiveness in the EU's member states and cities.[40] Since then the European Commission stimulated the preparation of a set of indicators for monitoring (in their terms) the outcomes of policies strengthening economic, social and environmental dimensions of sustainability [the social dimension remains a black box in all approaches as will be argued later on]. This should be related to the Lisbon Strategy for making the European Union the most competitive part of the world.[41] Therefore a framework has been produced by experts within the SDI Task Force, elaborating the conclusions of the European Council held in Barcelona[42] and the Declaration of the Johannesburg World Summit on Sustainable Development.[43] The Commission is aware of the need for a framework for the selection and development of indicators. Notwithstanding this, it is recognised that any framework on its own would be an imperfect tool to express complexities and interrelationships encompassed by this threefold sustainability as concluded in the United Nation's report.[44] Independent of this conclusion, a choice has been made for ten themes to explore a threefold sustainability: economic development, poverty and social exclusion, ageing society, public health, climate change and energy, production and consumption patterns, management of natural resources, transport, good governance, global partnership ***without*** explaining the methodologies and their underlying conceptual framework to legitimize this choice.[45] A strong motive is to fill this gap.

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[38] See for example the studies by: D. Phillips, K. Lin, J. Kwon, T. Ogawa, D. Gasper, A.C. Walker, L.J.G. van der Maesen, Y. Berman, D. Gordon, P. Herrmann, A. Giri, mentioned in the list of references of the EFSQ's third book (see note-3).

[39] L.J.G. van der Maesen and A.C. Walker (see note-3). In this book, as an outcome of the exploration of the different main approaches, it is explained that the basic propositions and assumptions in the social quality theory differ from those in the work of Habermas, Bourdieu, Giddens, Stiglitz, Sen, Nussbaum, Popper, Von Hayek etc.

[40] European Commission (2001), *A Sustainable Europe for a Better World: A European Strategy for Sustainable Development* (Brussels: Commission Communication, 2264 final).

[41] See for the discussion about the Lisbon Strategy: L.J.G. van der Maesen and A.C. Walker (eds) (see note-3), Chapter-2.

[42] European Commission (2002), *Towards a Global Partnership for Sustainable Development* (Brussels: Commission Communication, 82 final).

[43] European Commission (2003), *The World Summit on Sustainable Development one year on: implementing our commitments* (Brussels: Commission Communication, 829 final).

[44] UN Division for Sustainable Development (2001), *'Indicators of sustainable Development: Guidelines and Methodologies'* (New York: United Nations).

[45] European Commission (2005), '*Sustainable Development Indicators to monitor the Implementation of the EU Sustainable Development Strategy*' (Brussels: Commission Communication SEC, 161 final).

1.1.5   *The objectives of the tripartite collaboration and the GOSUD-project*

1.1.5.1   *Ten objectives*

As a consequence of the rationale and motives, the objectives may be formulated as follows:

- ***First objective***: to pave the way for the creation and function of 'interdisciplinary social quality teams' according the Asian/Australian and Dutch examples in all cities, participating in the GOSUD-project. A particular support for this objective will be given by experts from EURISPES and the ISS. These teams will analyse the changes caused by powerful external and internal forces and their consequences for the local (urban) level in order to contribute to new forms of collaboration between (i) citizens, (ii) policy-makers and civil servants, and (iii) experts, business people etc. This European project will pave the way for an effective form of collaboration of these interdisciplinary teams, comparable with the Asian/Australian teams.

- ***Second objective:*** to start with the construction of a 'crystallization point' or coalition of knowledge institutes (see example the Hacu from the Dutch demonstration project, see Figure-3) in order to support innovative processes and new methodologies realizing the 'urban methodological framework' .

- ***Third objective***: to develop and to present a European (in fact a global) accessible interpretation of the nature of the Dutch demonstration project: its purposes, nature, first results and the functioning of its 'communication centre' and the 'crystallization point of knowledge institutes' (Hacu) for connecting groups of citizens, stakeholders, civil servants, policy makers and scientists in the context of the new tripartite collaboration (The Hague, Hangzhou, Sheffield). Furthermore to discuss the results and significance for other cities with the new 'social quality teams' and participants of the 'crystallization point'.[46]

- ***Fourth objective:*** to chose relevant localities in the participating cities, namely those that could already gain the municipality's attention for its diversity, questions of cohesion, socio-economic circumstances etc. as consequences of the working of internal and external forces (see as example the Dutch demonstration project).

- ***Fifth objective:*** to start the construction and operation of the particular 'communication centre' in the chosen locality of each participating cities. This implies (as a result of the first year) the collaboration with (i) local authorities and public administration, (ii) representatives of private organisations (schools, health care, sport, etc), (iii) companies in the locality, (iv) knowledge institutes , (v) media, and (vi) from the citizenry. These centres will be points of departure and a condition for enhancing the different forms of collaboration as referred to in the first objective. They will also be crucial for the functioning of the crystallization point of knowledge institutes.

- ***Sixth objective:*** to interpret the complexities of policies and provisions – formal and informal – to determine the nature and consequences of the existing forms of governance, welfare arrangements, and the approach of sustainable urban development at the local level with help of the new organizing principle, based on the social quality theory (conceptual tools) and comparable theories (related with other

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[46] Both instruments, the communication centre and the coalition of knowledge institutes will be discussed below.

approaches). At the same time, in order to operationalise this objective, in the project's second year all teams will look for new methodological tools to explore these daily circumstances at local level (of cities and metropoles) in a comprehensive way going beyond the traditional fragmentation and silo operations.[47]

- *Seventh objective*: on the basis of the previous objectives to stimulate: (i) a European valid comparison of existing innovative projects in the localities of the participating cities and (ii) the introduction of innovative projects with regard to different policy areas and urban categories with the help of the new knowledge on new practices in the other localities, connected with the GOSUD-project. Both instruments–the communication centre and the crystallization point of knowledge institutes – may play an important role for the operationalisation of this objective.

- *Eighth objective:* thanks to the sixth and seventh objectives to go beyond the lack of theoretical relationships of central concepts used in European discourse and policy processes, namely: social cohesion, social inclusion, socio-economic security, social empowerment, sustainability, urban sustainable development, economic growth, social progress, social innovation, citizenship, public leadership, participation and integration, can be welded together in order to arrive at a comprehensive approach of urban life. On this basis the outcomes can be used to further develop new practices in the engaged localities.

- *Ninth objective*: to further elaborate and apply new yardsticks which have proved advantageous in previous research since 2001 in Europe (see start of the work of the European Network Indicators Social Quality) as well as recently in Asia and Australia at both micro and macro levels, to gain a consistent picture of the results of (i) new forms of governance, (ii) development of local welfare arrangements, and the nature of the progress of the sustainability of the localities (concerning the economic, socio-political, cultural and environmental dimensions).[48] This should result into the production (and consensus) of a typology of welfare arrangements on the basis of this evolving conceptual and methodological framework.

- *Tenth objective:* thanks to the previous objectives to present interesting proposals for a European (and global) consensus about an 'urban methodological framework' to understand and address modern urban characteristics referring to: forms of diversity, consequences of electronic forms of communication, role of gender, possibilities of micro-economics, new forms of community building as constituting aspects of the complete set of daily circumstances. This new 'methodological framework' should contribute to the common understanding of processes, outcomes (practices) and approaches in the participating cities as point of departure for (i) new approaches in other participating cities, (ii) for rearticulating and adjusting the nature and functioning of the communication centres, (iii) to rearticulate and adjust the nature and functioning of coalitions of knowledge institutes, and (iv) to stimulate European discourse on the results in comparison to practices and approaches in other cities.
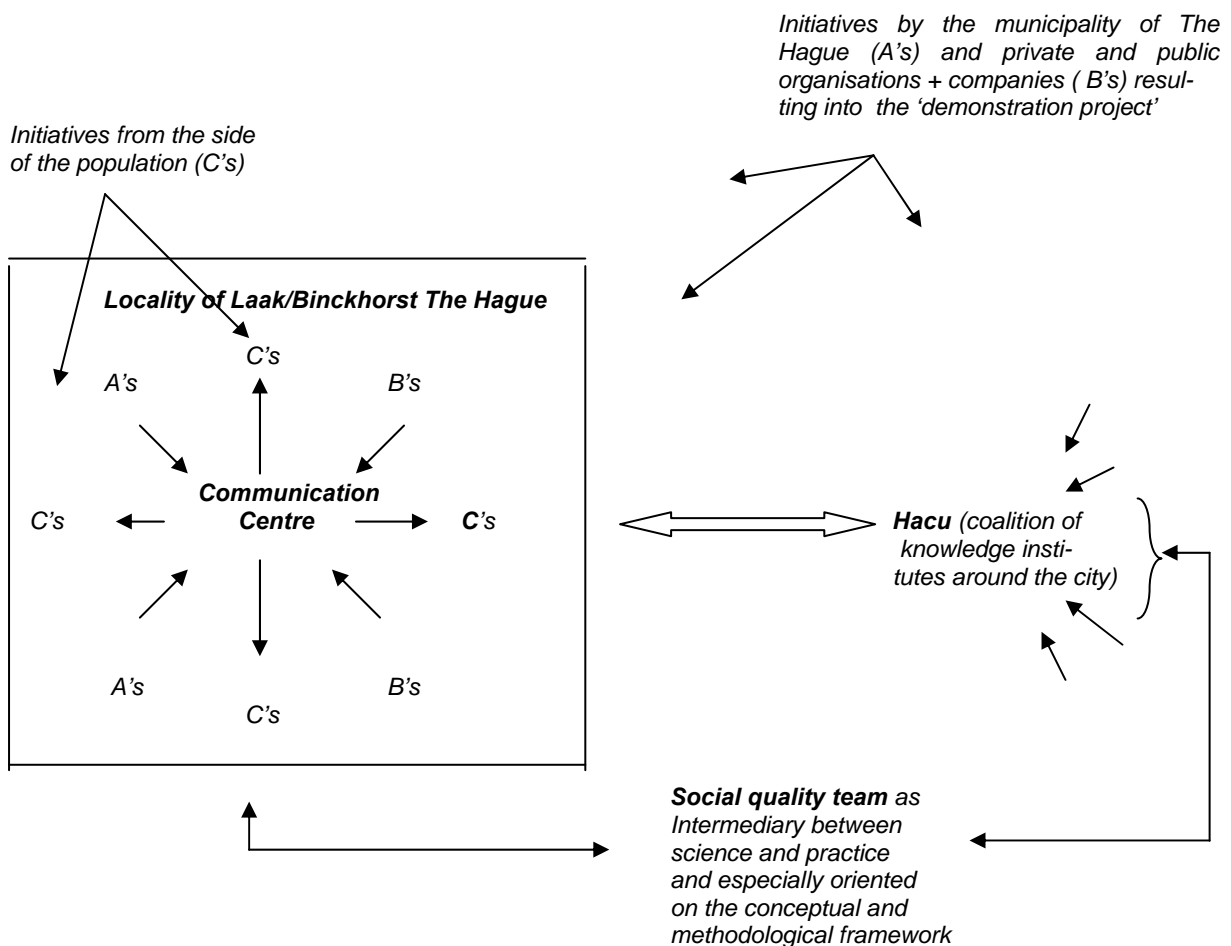
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[47] See the state of the art of fragmented approaches K. van Dijken et al (see note-28).
[48] See for the work of the European Network and Asian/Australian social quality teams, note-3. Also referred is to all recent empirical research outcomes in Asia and Australia .The first publication on social quality indicators was: D. Gordon et al,(see note-4)

1.1.5.2   Relation science and practices

The final outcomes of the project should deliver new instruments for politics, policies, practices and especially the role (partnership) of citizens to make new steps for the improvement of sustainable urban development (in connection with the overall debate on sustainability). This should take place in such a way that their outcomes are comparable at European level and beyond. An important preliminary step by the EFSQ is the start (in the beginning of 2011) of a Dutch 'think-tank' oriented on the exploration of a more adequate significance of 'overall sustainability' in order to fill the gap caused by the idea of 'the social dimension'. This think-tank will present a document to the global conference 'Rio+20 ' in June 2012. Therefore it tries to find a collaboration with institutes in the USA, Australia and Asia. The outcomes will be highly functional for the tripartite collaboration and the GOSUD-project, because the policies for sustainable urban development should intrinsically be connected with politics and policies to improve overall sustainability.[49] For a better understanding of the different objectives and their interrelationships the following figure, based on the work on behalf of the Dutch demonstration project, may be helpful.

Figure-3:   *The relationship between practice and science (Hacu)*

Initiatives by the municipality of The Hague (A's) and private and public organisations + companies (B's) resulting into the 'demonstration project'

Initiatives from the side of the population (C's)

Locality of Laak/Binckhorst The Hague

C's

A's   *B's*

Communication Centre

C's   *C's*

A's   *B's*

C's

Hacu (coalition of knowledge insti-tutes around the city)

Social quality team as Intermediary between science and practice and especially oriented on the conceptual and methodological framework

This figure makes a differentiation between (i) the two instruments, namely the communication centre and the Hacu, as well as (ii) the initiatives by the municipality of The Hague and all other actors, (iii) the specific role of citizen groups which will be strengthened by the communication centre, and (iv) the intermediary role of the social quality team between both instruments. Together they constitute the demonstration project.

1.1.6   *Two important concepts: social cohesion and sustainability*

With the rationale, motives, and objectives of the tripartite collaboration and the proposed GOSUD-project in mind we are enabled to summarize the whole of its objectives and the related central thesis. The **objectives** may be summarized as stimulating new forms of governance, innovative welfare arrangements, and concrete partnership of citizen-groups, favouring cohesiveness of daily circumstances in such a way they will contribute to sustainable urban development. This will also incorporate themes as eco-city and eco-town with attention to national policy frameworks, public leadership on local level and public accountability according to articulated ethical standards.[50] This implies the enhancement of our understanding of social cohesion in relation to overall sustainability.

Social cohesion is a multidimensional phenomenon. As will be argued, its significance can be really understood in relationship with phenomena as social inclusion, social empowerment, and socio-economic security. For the understanding of this relationship we need a theoretically grounded **concept** or 'organising principle' which will help to understand the essence of this relationship. Compared to all other approaches (quality of life, social capital, capability etc) the social quality approach is the first which addresses this main point. Thanks to this theoretical work we will be able to approach processes on local level and the position of welfare arrangements in a new, as well as international comparative way. By referring to this work, the Dutch demonstration project and the tripartite collaboration and the proposed GOSUD-project will open a new perspective for the European Union and beyond. Therefore this project will differ from traditional analyses of social cohesion as a phenomenon sui generis.[51]

The concept of **sustainability** is in need of elaboration as well, looking for a fundamental redefinition. Since the Brundtland Commission 25 years ago this concept is associated with development.[52] In that field it is now commonly perceived in terms of three pillars or dimensions: environmental/ecologic, economic and social. This threefold distinction has been widely accepted, including the OECD[53] and the European Commission.[54] As noticed, the social dimension 'remained' a black box and – as a consequence - it is the ecological and economic that dominate and the trade-offs between them. [55] And this is also the case in themes and approaches concerning e.g. 'eco-city'. The main contender to fill this void has been the concept of social capital, itself a quasi-economic term and one which may be criticised on various grounds.[56] The global debates on sustainability stimulated the European Commission to start preparing 'sustainable development indicators' as instruments for policies to connect the aspects of this tripartite approach. These indicators concern immediate questions of welfare and well-being, thus the welfare arrangements on

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[50] This happens explicitly in the social quality approach. It is oriented to improve social justice, solidarity, equal value and human dignity, the four normative factors (L.J.G. van der Maesen and A.C. Walker (eds), see note-3, Chapter-3).
[51] This theme is elaborated in the EFSQ's third book (see note-3), namely in the chapter about Social Cohesion (Chapter-7) and Social Inclusion (Chapter-8).
[52] United Nations (1987), *Commission for Sustainable Development: The Brundtland Report* (New York: UN).
[53] OECD (2001), *Sustainable Development Critical Issues* (Paris: OECD).
[54] European Commission (2001), *The Social Situation in the European Union* (Luxemburg: Office for Official Publications of the European Communities).
[55] M. Lehtonen (2004), The Environmental: Social Interface of Sustainable Development: Capabilities, Social Capital, Institutions, *Ecological Economics*, Vol. 49, No 2, pp. 199-214.
[56] A.C. Walker (2007), *Social Quality and Sustainable Welfare Regimes* (Sheffield: University of Sheffield)

local level.[57] According to the Commission's recent document, these indicators have been developed together with Member States in order to monitor progress on the multitude of objectives of the EU Sustainable Development Strategy. This connection is an overarching objective of the EU. This is a highly urgent question since the European Commission is becoming more and more conscious of the fact that the GDP-indicators are not adequate to sufficiently monitor societal processes.[58]

With these considerations in mind, the **central thesis** is that with the help of a new concept or organising principle, expressed on the basis of an adequate conceptual and methodological framework, the 'integration' instead of 'connection' of the dimensions of sustainability is a condition for a comprehensive understanding also of sustainability at local level. It is this organising principle which will enable the evolution of the concept of cohesion as well in order to pave the way for the understanding of 'sustainable cohesiveness on local level' and the role of welfare (well-being) arrangements to underline this cohesiveness. And this theme refers also to the Dutch demonstration project. It aims – in comparison to usual approaches – to connect sustainable (adjective) urban development with debates and analyses of overall sustainability (noun). The adjective and the noun should be intrinsically related to each other. This challenge refers also to the main rationale of the Dutch demonstration project, the tripartite collaboration and the GOSUD-project. As explained, the new Dutch 'think-tank 'of experts elaborates this topic and will therefore, implicitly function as a pillar of the proposed project. [59]

1.1.7   A clarification of the Dutch demonstration project (see third objective)

Thanks to the work on behalf of the demonstration project in the Hague as a new approach for urban development, the preliminary work on behalf of the tripartite collaboration (The Hague, Hangzhou and Sheffield) and the preparation of the European GOSUD-project started since 2006. The proposed objectives of this tripartite collaboration and the European project are 'in statu nascendi' objectives of this demonstration project. A second remark is important as well. In comparison to traditional practices – see also the work in the context of the 'Social Polis Platform' - this demonstration project accentuates the reciprocity between analyses and innovative practices (science and the empirical).

1.1.7.1   The role and functions of 'the social quality team' of The Hague [60]

In order to articulate the function and operations of the interdisciplinary social quality teams as the fundament also for the tripartite collaboration and the GOSUD-project, it seems important to start with the explaining the historical role and function of the social quality team of The Hague, which resulted into the 'demonstration project Laak/Binckhorst'.[61] The initiative was made by the director of the Esloo-Group of the 'Esloo-Group of Schools' in The Hague, the European Foundation on Social Quality in collaboration with the International Institute of Social Studies (ISS) and the Department for Education, Health, Culture and Sport of the

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[57] CF. Eurostat Statistical Book (2007), *Measuring Progress towards a more Sustainable Europe* (Brussels: Eurostat). The problem with also these indicators is, that they lack the theoretical groundwork as basis. They remain descriptive and eclectic.
[58] Commission or the European Communities (2009), *Communication from the Commission to the Council and the European Parliament: GDP and beyond: Measuring Progress in a changing World'* (Brussels: EC, COM, 433 final), p.7.
[59] A start is made in Chapter-11 of the EFSQ's third book (see note-3). It concerns the essence of the forthcoming document on 'Development towards Sustainability ' (see note-49).
[60] The Dutch team is composed by Harry J.G. Nijhuis, Jaap Westbroek, Laurent J.G. van der Maesen, H. Verkleij and supported by Des Gasper, Rachel Kurian and Thanhdam Truong from the International Institute of Social Studies. Soon it will be extended with new members.
[61] L.J.G. van der Maesen (2010), *Justice, Migration and Sustainable Development: The Case of Laak (North), Neighbourhood of the City of The Hague. A Working-paper on behalf of the 15th International Metropolis conference in The Hague, October 2010* (The Hague: EFSQ, www.socialquality.org).

municipality of this city. At the moment more than 50 languages are being spoken in this urban part. The socio-economic and socio-cultural infrastructure has impoverished compared to many other parts of The Hague and other Dutch cities. And according to a document by the municipality, the quality of daily circumstance has significantly decreased over the last decades as well. At the end of the 1990s the Esloo-Group made a plan to build a school for practical education in the North part of Laak/Binckhorst according to some new ideological principles. The idea was that a school should be changed from a closed system into an open system, contributing to societal processes in the community.[62] This initiative could be used for a turn upside to address traditional downward tendencies resulting into the subordination of citizens to public and private systems. The Esloo-group invited the European Foundation to operationalise the social quality approach to contribute to the realisation of its ideological notions. The related orchestration of activities from different departments of the municipality, non-for-profit organisations, groups of the population and academic research institutes, which resulted finally into the Dutch demonstration-project.

This social quality team applied – during the preliminary stage - rather implicitly different methodologies as discussed below. A distinction is made between the *'five worlds'* of the complexities at local level, also the local level of Laak/Binckhorst, (see Figure-4 below). This figure may be appreciated as an extension of Figure-2. These worlds are:
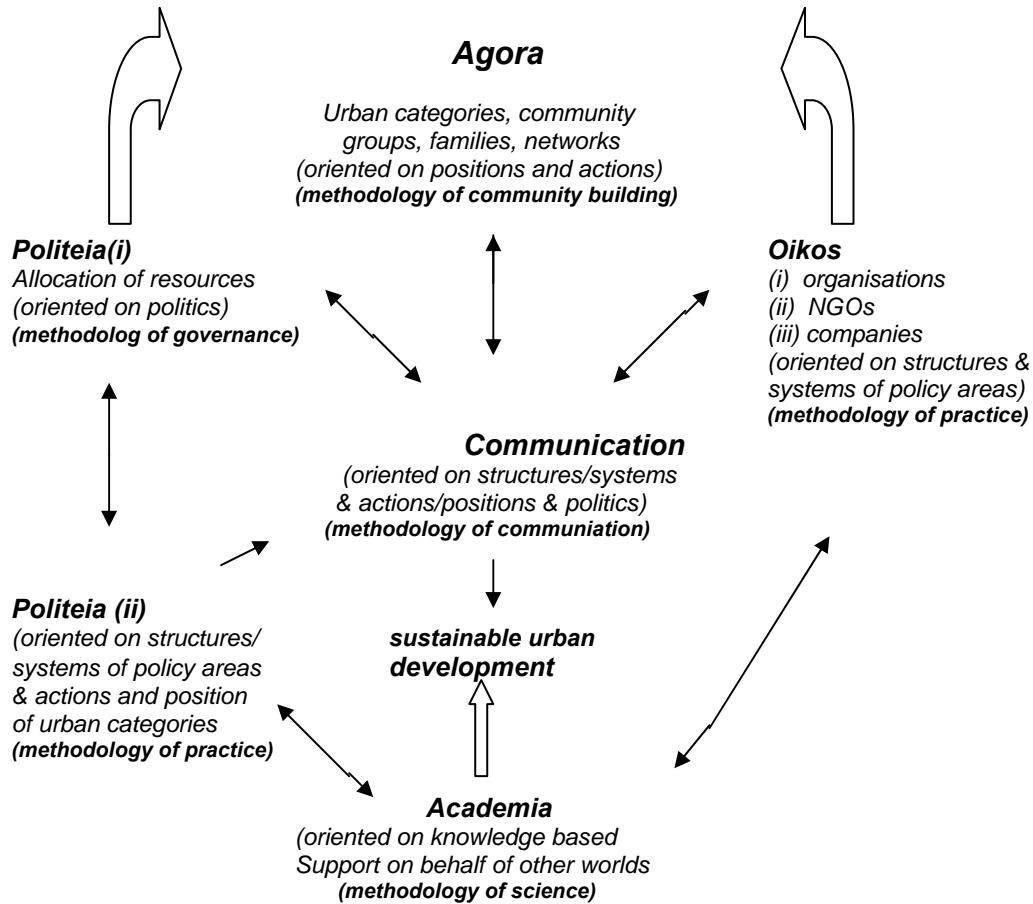
- the *Agora* is the world of communities, families, and networks of citizens (constituted by *urban categories* of daily life as youth, migrants, women, elderly, handicapped people, adults), in other words the world of the acting subjects (citizens).
- *Politeia (i)* is the world of those policy-makers determining the nature of local governance and *Politeia (ii)* refers to the municipality departments (oriented on *urban categories* and *urban policy areas*), operationalising the results of governance.
- the *Oikos* is the world of semi-public and private households or organisations, NGOs and companies (oriented on the manifold of *urban policy areas* of housing, education, health care, employment, economy, etc)..
- the *Academia* is the world of scientists, contributing to public and non-public urban policies, analysing consequences of societal trends and their contradictions in the urban space.
- *Communication* is the world of communicative and informational based connections and techniques, supporting the understanding of a comprehensive and possible sustainable urban development. [63]

Compared to figure-2, the complexities of daily circumstances in local areas (of cities and metropoles) should be distinguished analytically in five rather then three worlds. The Agora presents the all-encompassing totality of societal (or urban) categories constituting daily circumstances which understanding implies a comprehensive based approach. It concerns the main focus of the demonstration project and therefore the GOSUD-project. All other 'worlds' should be made functional for the Agora and we have to interpret the plans, actions, interventions of other worlds from the 'condensed comprehensiveness' of the Agora as context of the 'acting citizens'. This causes a fundamental change, because current practices should be turned upside down.

Figure-4:   ***The five worlds of the 'demonstration project' of The Hague***
                         and related types of methodologies

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[62] J. F. Westbroek (2009*), Reflections, Ideas and Plans for a Change of the Oikos (systems) based on a new Interpretation of the Agora (daily life)* (The Hague: DISQ).
[63] This topic is presented in Chapter-10 of the EFSQ's third book (see note-3). This is based on the work since 2006 by the 'social quality team' of The Hague.

Agora

Urban categories, community
groups, families, networks
(oriented on positions and actions)
(methodology of community building)

Politeia(i)
Allocation of resources
(oriented on politics)
(methodolog of governance)

Oikos
(i) organisations
(ii) NGOs
(iii) companies
(oriented on structures &
systems of policy areas)
(methodology of practice)

Communication
(oriented on structures/systems
& actions/positions & politics)
(methodology of communiation)

Politeia (ii)
(oriented on structures/
systems of policy areas
& actions and position
of urban categories
(methodology of practice)

sustainable urban
development

Academia
(oriented on knowledge based
Support on behalf of other worlds
***(methodology of science)***

1.1.7.2   The Chinese example

Traditionally the priority of thinking and acting is from systems (education, health care etc) and political institutions, resulting in the European-wide 'silo-operations' and failing to construct 'integrative mechanisms' (see the 'Social Polis Platform').[64] More or less at the same time of the Dutch work, the 'Development Research Center' of the municipality of Hangzhou published a comparable answer to this 'silo orientation', see the following figure. It is based on the operationalisation of the ambition to understand daily circumstances of localities of Hangzhou in a comprehensive way. The conditions are to make an adequate distinction between the different worlds and to design methodologies to integrate these worlds in such a way, that a comprehensive understanding will be possible.

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[64] It also concerns the plea made in the context of the 'Social Polis Platform' (see notes-6, 20, 26, 27)

Figure-5:   ***The five worlds of the metropolis of Hangzhou***
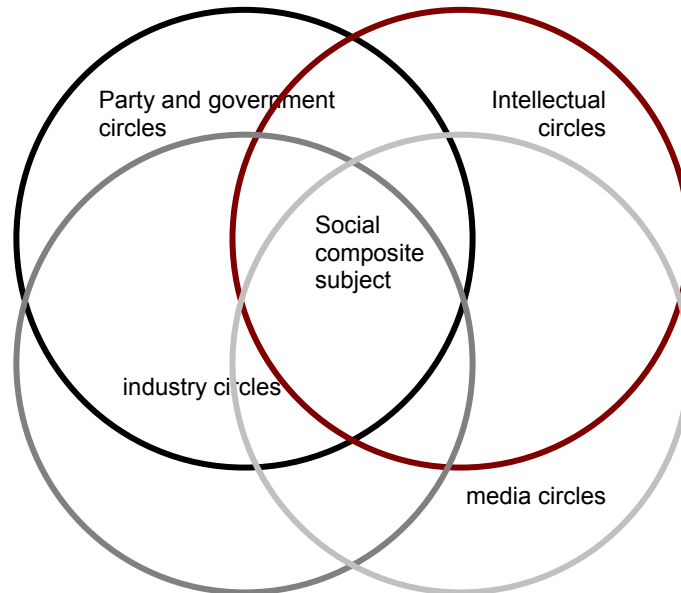
By strengthening these interrelationships the Hangzhou municipality explicitly aims to elaborate a comprehensive approach of the urban development of this metropolis.[65] The policy to measure regularly the outcomes of this orientation is also remarkable. In this way the municipality aims to develop: '*Hangzhou as a City of Life Quality. Life is a very common and general word, but contains rich and profound connotations. Fundamentally, life is the activity of existence and development of people, and kind of vitality and creativity. Life comprises not only daily life, but also work and entrepreneurship.*'[66] As argued, the application of Figure-5 also implies a comprehensive approach to be based on a new urban methodological framework.[67] Figure-4 may be appreciated as an extension of Figure-5: the social composite subject of the final figure is comparable with the Agora of the previous figure. It is in the Agora where aspects of cohesion, inclusion, socio-economic security, empowerment[68] or progress will be realized in the context of increasing diversity (and for many recent cities of increasing inequality and forms of discrimination).

At the end of 2011 it was decided to start comparative research in order to explore the application of the distinction in the locality of The Hague and a locality in Hangzhou. In both cases the plan is to apply the 'social quality approach' to deepen the understanding of interrelationships between the five worlds for contributing to

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[65] Development Research Centre of Hangzhou (2010), *Practice and Reflection of Hangzhou on Cultivation of Social Composite Subject* (Hangzhou: Municipality), p. 2.
[66] Development Research Centre of Hangzhou (2010), *Practice and Consideration of Improving People's Livelihood and Promoting Development with Democracy* (Hangzhou: Municipality), p. 2. The Hangzhou papers label 'Life Quality' also as 'Quality of Life'', but supposed is that 'Life Quality' has more affinity with 'Social Quality' than 'Quality of Life'.
[67] L.J.G. van der Maesen (2010), *Remarks about the Hangzhou Forum about Sustainable Development in November 2010* (The Hague: EFSQ).
[68] These are the four conditional factors of social quality as discussed in the EFSQ's third book (see note-3) and its second book (see note-7).

policies strengthening sustainable urban development. Also decided is that Sheffield will join this comparative work. In all participating cities an 'interdisciplinary social quality team' may function as the heart of this comparative work. They will use the third EFSQ's study as working document for its elaboration.[69] In other words, before the start of the proposed European GOSUD-project the comparative research will start between two European cities and a Chinese metropolis. All objectives of this tripartite collaboration will be explored and enhanced in this preliminary stage.

1.1.7.3   The differentiation into five methodologies

As noticed, the final objective of the project is contribute to a global consensus for an 'urban methodological framework' to enable sustainable urban development. With this in mind the 'social quality team' of The Hague, engaged in the Dutch demonstration project, hypothesized the following aspects of this framework, see following figure. These methodologies are mentioned in Figure-4 and they are also applicable in Figure-5.

Figure-6:   *Five methodological layers constituting the urban methodological framework*[70]
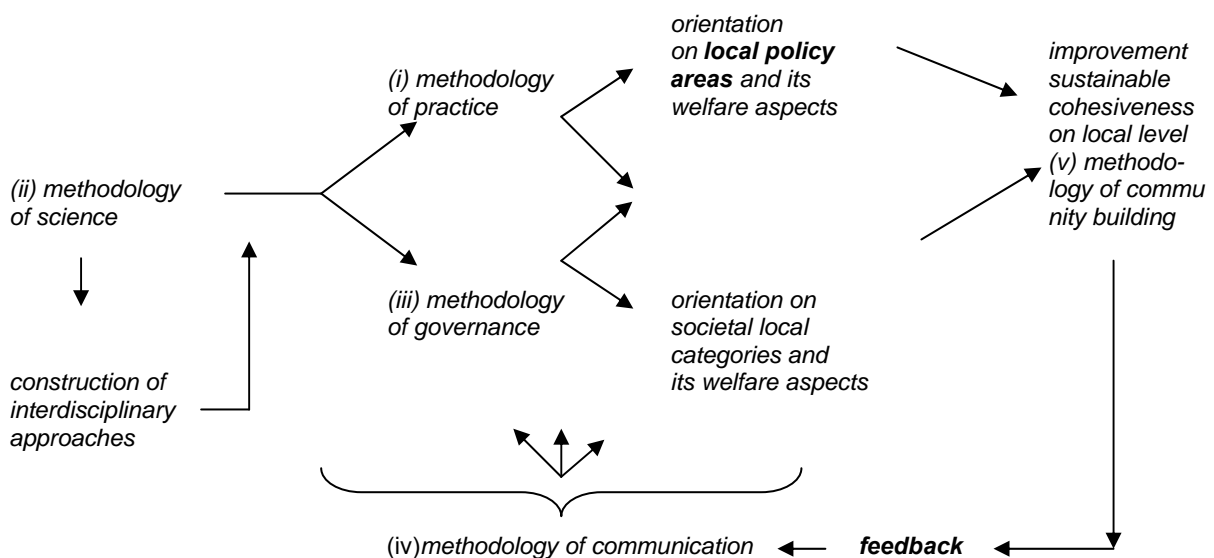
1.1.7.4   The Dutch example's function for the elaboration of all objectives

As explained the Dutch demonstration project could be constituted in the summer of 2011.[71] The elaboration of its objectives will or should mirror (according another historical order) all the objectives of the tripartite collaboration and the proposed GOSUD-project. As argued all ten objectives as proposed for both initiatives are similar with the objectives of the Dutch one. The improvement of the coherency and consistency of these objectives may be appreciated as a main challenge for both initiatives. The remained rather implicit for the Dutch 'Laak/Binckhorst location' until now.

At this stage it makes sense to explain – as challenge of the tripartite collaboration and the

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[69] L.J.G. van der Maesen and A.C.Walker (eds) (see note-3).
[70] This topic is explained in the theoretically oriented Annual Report 2009 and 2010 of the European Foundation on Social Quality (see note-14).
[71] Municipality The Hague (see note-9).

GOSUD-project - the following activities (see Figure-3 and Figure-6):

- The role and outcomes of the social quality team of The Hague (see foregoing sub-sections) as intermediary between all actors,

- The ongoing formation and working of associations of citizens to start projects for different urban aspects (sports, micro-economy, education, cultural expressions, gender and multicultural questions training for and through citizens) by applying a new ***methodology of community building***. Regular festivals will create a cultural climate for going beyond traditional attitudes as a condition for this methodology. It should change the world of the Agora; from following the other worlds to influencing the other world on the basis of a comprehensive understanding and articulation of their daily circumstances.

- The start of new innovative projects by the municipality (and its Public Administration) and private stakeholders from the world of the Oikos with regard to education (schools), extramural health care (multidisciplinary local centres addressing modern needs), caring systems for the elderly, sport facilities, economic activities by applying the ***methodology of practice***. This should guarantee forms of collaboration with citizens (as an outcome of the methodology of community building). This work will be assisted by civil-servants from Politeia (ii).

- The construction and the working of a local based '*communication centre'* to enable forms of collaboration between groups of citizens, policy makers (from Politeia (i)), professionals (from Oikos) and scientists (from the Academia). A condition is to design the ***methodology of communication*** in order to apply new electronic and cognitive techniques to bridge the diversity within the population and the diversity between the different worlds. This *first instrument* will function as the main communicative nexus of processes in the locality of Laak/Binckhorst and is proposed for all participating cities.[72]

- The development of this communication for creating new forms of discussions and meetings with policy-makers to change traditional forms of government to new forms of communicative governance. This refers to a new ***methodology of governance*** changing the operations on behalf of different policy areas and on behalf of different urban categories. This methodology is important for the elaboration of new connections between the locality of Laak/Binckhorst and the authorities of the municipality.

- In which way should the four methodologies mentioned above be supported by scientific work, inspired and stimulated by 'social quality teams' on behalf of localities? It implies a change of fragmented and isolated research into community oriented interdisciplinary research. It should contribute to a comprehensive understanding of the nature, needs and possibilities.

- The start and function of the *coalition of knowledge institutes* in and around The Hague (the Hacu).This *second instrument* is of a main interest for the functioning of social quality teams in the tripartitre collaboration and the proposed European project. With support by the municipality of The Hague interviews with stakeholders were organised and meetings took place in order to find out a new form of collaboration between these knowledge institutes for the realisation of the four methodologies mentioned above.[73] This implies a new ***methodology of science*** to go beyond the classical forms of fragmentation of daily circumstances of citizens.

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[72] In the 70s of the past century experiments are made with such a communication centre for the new South-East part of Amsterdam (125.000 inhabitants), see: L.J.G. van der Maesen (1970) *Bijlmer; een modelstad voor inspraak / (Den Haag: Staatsuitgeverij).*
[73] R. Duiveman and L.J.G. van der Maesen (2011*) Interviews with representatives of knowledge institutes in and around The Hague and of the Public Administration* (The Hague: EFSQ/R. Duiveman).

The connection of strategies oriented on the practice and the scientific work of the actors engaged in the Dutch demonstration project – concerns its most essential characteristic (see Figure-3). This connection will deliver the condition for the elaboration and operationalisation of the ten objectives of the tripartite collaboration and the proposed GOSUD-project. It will be oriented on the expression of the intrinsic relationship between practice and analyses (the empirical and the science), supported by respectively the relationship between the constructions of communication centres and coalitions of knowledge institutes the Hacu.[74] This provides an approach which is new for Europe and elsewhere.

1.1.8   Explicating the role of the social quality teams

Especially with the help of Figure-3 we are able to explicate the role of the social quality teams.

- Their first task is to create a real point of crystallization of scientists (interdisciplinary) to approach the municipalities and stakeholders for collaboration in order to start a similar approach as the Dutch demonstration project (see in the following sub-section the example of the Hacu as point of crystallization in The Hague).

- Their second task is to deepen their understanding of (with the help of this point of crystallisation) European approaches (to enhance daily circumstances in specific local circumstances) as well as their understanding of the social quality approach (see the tripartite collaboration The Hague, Sheffield, Hangzhou),

- Their third task is to stimulate the municipalities, stakeholders and groups of citizens to make a start with the 'communication centre' to realize the collaboration of the Agora, Oikos and Politeia. In a specific way this refers to a plea, expressed in the 'Social Polis Platform', namely *"in order to situate urban policy as a part of urban processes rather than a neutral external factor, there is a need to raise awareness and stimulate public debate on employment, housing, transport, environment, critical issues of planning/policy process, access to public space, and the nature of the public sphere".*[75] But this implies an instrument to elaborate and use communication techniques in such a way representatives of the Agora, Politeia and Oikos have the same starting position. This aspect of the Dutch demonstration project will open new horizons for processes resulting into sustainable urban development. The success is dependent of the way, the social quality team of The Hague will be able to explain the nature and working of their centre in the coming years.

- Their fourth task is to scientifically reflect on the nature and the connection between the other nine objectives of the GOSUD-project and the translation to their specific locality. This is what in fact is already done by the Dutch team, but at this stage implicitly. Especially these teams are responsible for designing the urban methodological framework to support sustainable urban development, based on the analyses of the reciprocity of both instruments. Especially the engaged knowledge institute should play an important role.

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[74] This marks a difference with the 'Social Polis Platform' with its accent on new research and not the interrelationship of research and innovative work. (see note-6)
[75] R.Gilroy et al (see note-26), p. 7.

Section-1.2:   The State –of –the-art

1.2.1   With regard to the general question of urban development

In many cities actions are taken for a more sustainable urban development based on a consistent conceptual and methodological framework. Many of these actions take place at a small scale in urban regeneration projects, in particular neighbourhoods (eco-quarters or eco-towns) or in the development of new neighbourhoods and cities (Bedzed, Thames Gateway, Amsterdam South-East etc). Often one particular element of sustainable urban development (e.g. housing, transport infrastructure, ecology, social cohesion) is dominant. Seldom, the different elements of sustainable development are developed in a well balanced and integrated approach for a whole city or an important district, suburb, quarter of a city. Often local professionals of urban development feel a trade-off between sustainable infrastructures and achieving more sustainable societies. Tension between the two may arise when infrastructural projects are designed to meet certain environmental protection or resource efficiency criteria without, however, sufficiently taking into account societal criteria, both in terms of how these project may affect the lives of individuals, groups and communities, and in terms of the needs and behaviour of the people using related services. Not long age, a survey of British people indicated that a majority of the people indicated that a majority of respondents currently are not prepared to change their daily behaviour and routine in support of apparently more sustainable environmental development.[76] Eliciting public support and legitimacy for public policy poses a considerable challenge for the effective implementation of initiatives developed in the name of sustainability. It suggests the need for careful attention to be paid to the issue of user needs and behaviour in the design of sustainable projects, and the consideration of incentives and policies to elicit a positive public response and commitment to policy targets.

It is important to refer to this theme, because in a general sense the DG Research's Call – as we tried to demonstrate – in the end is oriented on sustainable urban development as the most important challenge.[77] It is in documents and papers becoming the new norm for practitioners.[78] It is of interest to note, that in spite of these tools, instruments and practices new methods are needed to analyse afresh the complex dynamics of societal change within our societies. This is important in order to be able to judge the relevance and appropriateness of current politics and policies with an unprecedented change in family patterns, new patterns of mobility and diversity and due to globalisation processes, technological progress and economic development. The way we live and work is seriously affected.[79] The lack of consensus about these topics and especially the lack of consensus about a methodological framework to address them at urban level is clearly demonstrated in the European-wide project we referred to.[80] One of the many examples may be the research about 'Liveable Cities and Towns', made on request by Eurocities. It concerns a comparison of nine cities in the European Union.[81] According to the authors, 'liveable cities' are characterised by a high standard of 'quality of life'. According to them, this is a loaded term, covering all aspects which affect the quality of the environment such as noise, soil, air and odour pollution and external safety. In this study this concept has not been explained but

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[76] Department for Environment and Rural Affairs (DEFRA) survey reported in The Guardian: *Millions say it is too much effort to adapt to a greener lifestyle'.* By D. Adam (environment correspondent) (2007), The Guardian. August 15.
[77] DG Research, see note-1.
[78] I. Cooper and M. Syrmes (2008) *Sustainable Urban Development, Vol. 4 Changing Professional Practice* (London: Routledge).
[79] European Commission (see note-10).
[80] K. van Dijken et al (see note-28).
[81] A. Creedy, C. Zuidema, G. Porter, G. de Roo (2007) *Towards Liveable Cities and Towns: Guidance for Sustainable Urban Management* (Brussels: Eurocities).

taken for granted. To analyse the outcomes of their various suggestions for increasing the sustainability of cities we indeed need indicators. How to derive these indicators without a further elaboration of this concept and how to cope with its highly individualistic orientation? Furthermore, how to reflect upon the urban space as a comprehensive totality on the basis of this individualistic orientation? Missing is also a theoretically grounded interrelatedness of their ideas about the economic, socio-political, cultural and environmental dimensions of sustainability.

Another aspect of the general state-of-the-art is the dominance of the sectoral power structures and sectoral interest groups. This is one of the main obstacles hindering the development of more sustainable cities.[82] These obstacles can be overcome by a shared conceptual framework, building up social cohesion and social inclusion among different (sectoral) actors, creating commitment based on a shared understanding of issues/objectives, aiming at win-win situations, rewarding integrated approaches. This implies a collaboration of citizens, representatives of enterprises, knowledge institutes, private organisations and the political system. According the Egan Review the conditions for such development are sustainable communities where citizens play a responsible role. This is a holistic long-term objective requiring a holistic approach to skills delivering the outcomes we are seeking. This implies a new conceptual and methodological framework.[83]

1.2.2 *The state-of-the-art regarding to specific questions*

To analyse the consequences of the external and internal forces which influence daily circumstances at local level, the application of a conceptual framework is a conditio sine qua non. It is impossible to 'analyse' radical societal changes afresh, without such a framework as point of departure for adequate methodological work for empirical research. This is also the case for research on: **(i)** new forms of governance, **(ii)** welfare arrangements and the policies for developing provisions, **(iii)** social cohesion on local level, **(iv)** social progress and the question of the GDP in relation to **(v)** analyses on sustainable urban development. These are highly relevant topics for the proposed European project. A strong motive for starting this European wide project is to focus on analysing, systemising, typologising, and comparing welfare arrangements on local level in order to stimulate new innovative practices for sustainable urban development in connection with all these themes. This should be addressed from the perspective of the role, position and interpretation of citizens.

1.2.2.1 *New forms of governance (ad-i)*

Analyses for supporting new forms of governance to create new institutional arrangements and mechanisms are very often oriented on social cohesion challenges in the city. According to Musterd et al, they are largely concerned with the relational dimensions, the cultural dimensions and the issue of participation of diverse interests groups.[84] But related debates fail in addressing the real life situation of citizens and the question of how policies actually emerged out of everyday's life by answering needs, movements and disputes. Also the significance of the differentiation (conceptual and methodological) of the various societal categories has been neglected to a large extent.[85] In fact the main argument for new forms of governance is the conclusion that citizens - thus the representatives of the

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[82] J. Friedman (2007) The Wealth of Cities: towards an Assets-based Development of New Urbanizing Regions, *Development and Change*, Vol. 38 (6), pp. 987-999.
[83] Egan Review (2004) *Skills for Sustainable Communities* (London: Office of the Deputy Prime Minister), p. 54-57.
[84] S. Musterd et al (see note-27).
[85] P. Herrmann (2011), *The End of Social Services? Economisation and Managerialism* (Bremen: Europaïscher Hochschul Verlag).

Agora – became more and more dependent of the fragmented approaches of political, economic and other societal institutions.[86] This is also discussed in the context of themes like 'public leadership'. This can be a new form of leadership to orient and to influence the public, or new forms of leadership by the public (on local level) thanks to new societal instruments to assist citizens themselves to play a responsible role concerning their daily circumstances. This implies new instruments though especially the discussion about such instruments is fundamentally lacking. Therefore the plan for introducing and operationalising the instruments of (i) the communication centre and (ii) the crystallization points of knowledge institutes may fill this gap in a very original way. They will function as arguments to change governmental methods and techniques into new forms of governance to support groups of citizens. It will also invite scientists oriented on new forms of governance to take on board the other methodologies to analyse the complexities of cities and their localities in a comprehensive way.

The tripartite collaboration and the proposed GOSUD-project will go beyond this state-of-the-art by connecting the five urban methodologies as presented in Figure-6 in order to develop a modern form of democracy.[87] The argument is that the current form – with the dominant positions of institutions and all systems – impoverish the position of citizens, demolish the spirit of community and its forms of cohesion or inclusion as point of departure for social justice and human dignity.[88] The arguments are delivered by Vigoda with his presentation of Figure-2. He says, that "*citizens, and other social players are becoming a strategic goal of modern democracies on their way to a new administrative spirit. The old orthodox type of public administration was characterized by a triple structure of transactions: (i) a legitimacy-services transactions between [in our terms Politeia and the Agora], (ii) a socialization-information and human resources transaction between [in our terms the Agora and Oikos] , and (iii) an authorization-criticism, knowledge, and economic goods transaction between [in our terms the Politeia and the Oikos, supported by the Academia] (.....) the [Politeia] must take a step forward, going beyond elementary exchange relationships and responsiveness to demands*". [89] In this way he formulated ex ante the arguments for some essential principles of the current Dutch demonstration project.

1.2.2.2 *Innovative welfare arrangements (ad-ii)*

Analyses concerning welfare arrangements and policies to develop provisions demonstrate, that – at least in the majority of the Member States of the EU – a gap and in many cases even a contradiction between the central level as major actor when it comes to policy definition and the local (and even sub-national) level when it comes to policy implementation. This is well reflected in policy research where the local level is usually at most seen in its relevance for the implementation of policies whereas only little is researched about the relevance of the local level in its wider understanding as (part of) welfare regimes. [90] This conclusion is in line with the previous point (on governance). The regime debate focuses, though different in nuances, around the old questions as they have been brought forward especially by Wilenski and Lebaux, Titmuss and much later Esping-Andersen. Titmuss, for instance, draws attention on (i) the residual welfare model of social policy, (ii) the industrial achievement-performance model of social policy and (iii) the institutional-redistributive model of social welfare.[91] Esping-Andersen, later, translated this into different political traditions,

[86] D. Cameron (2010) *The next Age of Government* (TED1010).
[87] J. F. Westbroek (2012) *New Strategies for strengthening the Agora of Laak/Binckhorst: the Development of Cooperatives of Citizens* (The Hague: DISQ).
[88] H. G. Fredrickson (19997) *The Spirit of Public Administration* (San Francisco: Joseey-Bass).
[89] E. Vigoda (see note-22), p. 534-5.
[90] J. Lewis (1992) Gender and the Development of Welfare Regimes, *Journal of European Social Policy*, 2 (3), pp. 159-73.
[91] R. M. Titmuss (1974), *Social Policy. An Introduction* (Edited by B. Abel-Smith, K. Titmuss) (London: George Allen & Unwin), p.30.

and linked it to liberalism, conservatism and social-democratism.[92] He also provided some – though frequently with good reasons contested – empirical evidence.[93] However, by and large all the debates failed in addressing the real life situation of the citizens and the question of how the welfare-policies actually emerged out of everyday's life by answering needs, movements and disputes. As well, the significance of the different societal categories – in terms of emerging welfare policies and as well in terms of the effects of welfare policies – have been neglected to a large extent. At least three problems can be detected behind this failure. First, the preoccupation by a limited understanding of social and welfare policies respectively. Second, the limitation due to employing an institutional paradigm when analysing political systems. Third, a lack of conceptualisation. This will be explained below.

a.   The limited understanding of social and welfare policies

With regard to the limited understanding of social and welfare policies, they cannot be taken in isolation from other policy areas. In social work science is a long and intensive debate on socio-ecological and systemic paradigms which unfortunately finds only little repercussion in social policy debates. This is not only regrettable because in this way a part of the policy-arena – the life world – is easily faded out but also because it reflects a shortcoming by approaching policy-making on an inappropriate aggregate level. If we define **the social** '*as the outcome of the interaction between people (constituted as actors) and their constructed and natural environment.'* With this in mind its subject matter refers to people's productive and reproductive relationships, and we can easily detect the enormous importance of the local level for defining both, needs and the 'delivery' of relevant policies. Notwithstanding that it seems to be common to discuss 'social' cohesion, 'social' protection, 'social' progress', 'social' policy, 'social' justice etc without any explanation of the adjective 'social'. It is never related with the explanation of the noun 'the social'. It is the new social quality approach which started to theorize them noun since the late 1990s.[94] With this in mind, the frequently discussed welfare mix - the delivery of welfare and well-being provisions in a triangular field of state, market and civil-society -   gains a much wider meaning. It comprises national, provincial/regional and local governments, companies, non-for-profit organisations, small and large non-governmental organisations, civic movements, families, local networks and civic groups. They all play a role in the productive and reproductive relationships.[95] It is now not about the delivery of the provisions or services (even if they are understood in a wide sense). Rather, it is about the constitution of 'the social' itself.

b.   Limitation of the institutional paradigm

With regard to the limitation of the institutional paradigm, approaching these policy topics on the local level allows us to understand welfare policies at this level – and subsequently local welfare systems – as mediator in three important instances (see Figure-4):

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[92] G. Esping-Andersen (2000), *The Three Worlds of Welfare Capitalism* (Cambridge: Polity Press); G. Esping-Andersen (2000), *Social Foundations of Post-industrial Economics* (Oxford: OUP).

[93] C. Bambra (2004) The Worlds of Welfare: Illusionary and Gender Blind, *Social Policy & Society*, 3 (3), pp. 201-11.

[94] Recent publications about *'the social'* from the side of the social quality approach are: D. Gasper, L.J.G. van der Maesen, T. Truong, A.C. Walker (2008), *Human Security and Social Quality: Contrasts and Complementary* (The Hague: ISS, working-papers 264, www.iss.nl) and in 2012: L.J.G. van der Maesen and A.C. Walker (eds) (see note-3).

[95] See for the elaboration of this theme: M. Calloni, Social Quality, Gender Relations and Daily Life: Towards a Cross-Cultural Approach, (pp. 69-85), K. van Kersbergen, Welfare State Theory and Social Quality (pp. 87-103); O. de Leonardis, Social Market, Social Quality and the Quality of Social Institutions, (pp. 199-211); A. Evers, Welfare Dynamics, The Third Sector and Social Quality, (pp. 2130-231) in: W.A. Beck, L.J.G. van der Maesen, F. Thomése, A.C. Walker (eds) (2001), *Social Quality: A Vision for Europe* (The Hague/London/Boston: Kluwer Law International).

- as mediator amongst different institutions and also between institutional and non-institutional actors, focussing on the main policy areas of daily circumstances (the world of the Oikos),
- as mediator between different fields of policy making, including areas that are usually not considered as relevant in social policy terms, focussing on societal local categories (the world of the Politeia),
- as mediator between different time-horizons, concerning the reciprocity of policy areas and local categories (the world of the Agora).

This goes far beyond the institutional approaches that only look at the frameworks, however without providing sufficient insight into the mechanisms of how they effectively reach real life in terms of empowering people to master it, by being active part of overall social and societal processes.

c.   The lack of conceptualisation

Recent analyses for supporting the dynamic role of local welfare systems for social cohesion in cities may also explicitly underpin the above mentioned state-of-the-art. On behalf of the Social Polis Platform, Andreotti, Minigone and Polizzi presented an interesting overview of these analyses. They define these systems as dynamic processes in which the specific local socio-economic and cultural conditions give rise to a manifold of arrangements of formal and informal actors. They conclude that a scientific debate explicitly referring to local welfare policies and social cohesion is not widely developed and that '*in the majority of the literature under review, the concept of local welfare remains vague and assumes different meaning according to the different authors as it stands, in turn, for the local welfare state, the local welfare mix or local social policies'*.[96] This state-of-the-art is quite logical due to the lack of theorizing and understanding of 'the social'. With the realities of cities in Latin-America and Africa in mind a plea is made to produce a fundamental re-conceptualisation of the notion of social cohesion.[97] But there are more problems. It is implicitly supposed that the state and the capitalist market between them have a monopoly of support for people's daily circumstances. As Wood argues, non-state welfare is a pervasive phenomenon and autonomous dimensions to welfare are a key determinant of life chance and life cycle inequality both within societies as well as between them.[98]

As such we are concerned with a complex process of 'de-institutionalising' policy making (see also the arguments for new forms of governance), focussing on local welfare systems that are shaping 'the social' as matter of active development in different ways rather than as matter of (passive) social maintenance.[99] In this project we will go beyond the dichotomy between welfare and well-being.[100] We will define 'local welfare arrangements' as a merger with specific dynamics at local level. In practical sense they concern aspects of the main policy areas (see the Oikos) and societal local categories (see Agora) as illustrated in Figure-4, which will enable people to act as reponsible citizens in their daily circumstances. We will define 'welfare provisions' as those provisions delivered by a manifold of actor-complexities: institutions, structures, organisations, communities and their ngo's, families, informal

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[96] A. Andreotti et al (see note-21), p. 28.

[97] Social Polis Platform (see note-6): J-L Klein et al, *Challenges to Social Cohesion in Cities of the South: Latin-America and Africa*, p. 37. In our opinion it is not the question of 're-conceptualisation' but of a real theoretical conceptualisation of the concept of social cohesion for Europe, Asia, Latin America etc as takes place in the social quality approach.

[98] G. Wood (2009), *Situating Informal Welfare within imperfect Wellbeing Regimes* (Bath: University of Bath).

[99] In this form of reasoning 'the social' is understood as the outcomes of the productive and reproductive relationships, see the EFSQ's third book (see note-3).

[100] In this respect we accept the comments by Ian Gough and Geoff Wood on the traditional and highly restricted concept of welfare, see: I. Gough, G., Wood et al (2004), *Insecurity and Welfare Regimes in Asia, Africa and Latin America: Social Policy in Development Contexts* (Cambridge: CUP), and: G. Wood (2007), Labels, Welfare Regimes and Intermediation: Contesting Formal Power, in: R. Eyben, J. Moncrieffe (eds), *The Power of Labelling*, (Earthscan), pp. 17-32.

networks. Groups and individuals which will change (for maintaining, improving or reducing) parts of the welfare system as aspects of the policy areas and societal (urban) categories. These provisions may be appreciated as an add-on to most other aspects of the complex of permanently changing provisions which are necessary for a dignified life enabling social justice, solidarity and equal value. Therefore and again, we need on local level new 'societal instruments' for understanding and coping with these complexities in such a way, individuals (citizens), citizens-groups and communities will be enabled to act themselves in a responsible way. It concerns the heart of the matter of the new social quality approach.

1.2.2.3 Social cohesion on local level (ad-iii)

It is quite usual in European analyses and discourses to appreciate related themes as social cohesion and exclusion (as well as social protection or social inclusion) as unrelated phenomena, not referring to a theoretically well-grounded conceptual framework. This state of affairs is reflected in social research (including economics). According to Ananta Giri, *'in the modernist mode, social research was considered only an epistemic engagement, a project of knowing about the world with proper procedure and scientific method. But this only embodies a questionable 'social ontology' which in its 'empiricist version treats human beings as independent objects susceptible to representation, or at least, a medium in which the designative dimensions of concepts can be disconnected rigorously from the contexts of rhetoric, action, evaluation in which they originate.'*[101]

Therefore, traditional discussions on social cohesion based on modernisation theories are insufficient in order to understand the nature of social cohesion at the local level to prepare for sustainable cohesiveness. According to the social quality approach, this demands a change of approaches regarding social cohesion in connection with the question of 'going beyond GDP'. The GDP-indicators are concerned with certain aspects of societies and the constellation of the overall performance has to acknowledge a more differentiated approach, considering as well contradicting and possibly negative aspects of traditional measurement of economic growth. The 'social quality team' from the National Seoul University demonstrates, that the GDP-approach, the quality of life or the capability approach have not pointed out clearly that in spite of the 'economic progress' of South Korea its social cohesion is decreasing, which is a serious threat for Korean society. It applied the social quality approach and its indicators to legitimize this highly serious conclusion.[102]

The Korean social quality study was awarded during the Third OECD World Forum on Statistics, Knowledge and Policy in October 2009. With their application of the methodological strong empirical research they were able to compare the social quality approach and the quality of life approach concerning the question of cohesion. They write, "*Quality of life paradigm, propose as an alternative measure for GDP, is based on the assumption that diverse indicators and indices of individual life will reflect the well-being of the people, and summarize the qualitative aspect of social progress (Sen 1999[103]; Anand, Santos, and Smith 2009[104]). However, quality of life paradigm has certain limitations as follows: First of all, quality of life approach lacks coherent theoretical arguments as well as clear value orientation. It also treats people as a passive beings, responding to the given*

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[101] A. Giri (2008), *Creative Social Research: Rethinking Theories and Methods and the Calling of an Ontological Epistemology of Participation,* (Madras: Madras Institute of Development), and A.Giri (2011) Rethinking the Human and the Social: towards a Multiverse of Transformations, *International Journal of Social Quality*, 1 (1), pp. 109-19.
[102] J. Yee and D. Chang (2011), Social Quality as a Measure for Social Progress, *Development and Society,* Vol. 40 (2) , pp 153-173.
[103] A. Sen (1999) *Development as Freedom* (New York: Anchor Books).
[104] P. Anand, G. Hunter, I. Carter, K. Dowding, and M. van Hees (2009) The Development of Capability Indicators, *Journal of Human Development and Capabilities*, 10, pp. 125-52.

social structure and material conditions. Quality of live research covers almost every aspects of human life, thus failing to reduce the endless list of elements. Human Development Index (HDI) proposed by Nobel Prize laureate Amartya Sen, is a revision of the GDP by incorporating quality elements such as life expectancy and substantive freedom to exercise functional capabilities. HDI has been adopted as an alternative measure for social progress by UNDP, and is annually calculated and announced".[105] Neither the quality of life approach(es)[106] nor the HDI would have concluded that the quality of social cohesion in the South Korean society is decreasing. But compared to the usual social cohesion debate, this conclusion is based on a clear definition of 'social cohesion' as an intrinsic aspect of 'the social'. Furthermore, the Korean team used specific social cohesion indicators derived from the theory of social quality.[107]

1.2.2.4   Going beyond the GDP measurement system (ad-iv)

Analyses to support new ideas and practices to go beyond GDP-indicators to determine the nature of societies and to stimulate policies to address the problematic as presented by the Social Polis Platform. The European Commission launched a new initiative to renew the measuring and monitoring of societal changes. The GDP-indicators are not adequate for these objectives.[108] It is obvious that a broad debate took place, however being very much characterised by extreme eclecticism. This did not stop participants from entering a debate on major issues. If we look at other initiatives by for example the OECD, we see that the focus is actually rather reduced.[109]

The current debates on the different models merge in the more recent debates on 'Measurement of Economic Performance and Social Progress'. [110] The commission however, under the same name, has a more or less explicit orientation on discussing and bringing forward alternative measurement mechanisms, looking at social progress only in terms of an addendum to issues traditionally to be measured. In this respect, we can see the outcome of the beyond as not much more than an enhanced understanding rather than providing a sound alternative understanding of the actual topic, namely the answer to the two questions: (i) how do we define the social, and (ii) what kind of economy do we need to achieve social progress? The reduced understanding of the commission is getting clear from the following argument in the Executive Summary of the report: '*Advances in research across a number of disciplines enables, however, the development of broader, more encompassing measures of well being. Some of these dimensions are reflected in traditional statistics, but are given more prominence: unemployment has an effect on well-being that goes well beyond the loss of income to which it gives rise. Other dimensions to which we call attention are health, education, security, and social-connectedness.*' [111]

The commission – which produced their work on request by the French Government – makes a distinction between three parts: the economic part, the quality of life part and the sustainability part. The commission did not present an explanation for this distinction.

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[105] J. Yee et al (see note-88), p. 155.
[106] There are various 'quality of life approaches' which refer to totally different ontological and epistemological orientations.
[107] An extensive presentation of the European discourse on social cohesion as an aspect of the social quality approach (in comparison to quality of life , social capital, or capability approaches) is presented by D. Phillips, and Y. Berman in Chapter-7 of the EFSQ's third main study (see note-2). They underpin the conclusions made by the 'social quality team' of the National Seoul University.
[108] Commission of the European Communities (2009), *Communication from the Commission to the Council and the European Parliament: GDP and beyond: Measuring progress in a changing world* ,(Brussels: EC, COM, 433 final), p.7
[109] World Forum on sharing Progress (2009) , *Building Visons: Improving Life* (Paris: OECD).
[110] J. E. Stiglitz, A. Sen, J-P. Fitoussi (2009), *Report by the Commission on the Measurement of Economic Performance and Social Progress*; www.stiglitz-sen-fitoussi.fr
[111] J. E. Stiglitz et al (see note-100).

Implicitly it prevents a new perspective for understanding sustainability, which should integrate different dimensions (see below) instead of being a specific dimension or part as the economic dimension. [112] Furthermore - in line with the dominant European discourse – the commission did not explain what quality of life is, causing a separation between the economic dimensions and the environmental dimension (which seems to be synonymous with sustainability). Therefore this important document does not seem to be a help for understanding the concept of sustainable urban development as the most important challenge of modern societies. Notwithstanding this, the debate really demonstrates that for addressing fundamental problems and challenges on local level for reaching 'progress' we need adequate instruments. For the tripartite collaboration and the proposed GOSUD-project these instruments concern the 'social quality architecture', to be discussed in the following chapter.

1.2.2.5 *Sustainable urban development (ad-v)*

Several publications are summarizing the results of analyses of politics and policies supporting sustainable urban development. Several publications are summarizing the results.[113] Still, there is no consensus about topics and issues, objectives, definitions, indicators, methods and the benefits of sustainable urban development policies or integrated urban development politics and policies. According to the social quality approach, in any drive toward sustainability of cities, all aspects of society (economical, environmental, socio-political and cultural) have to be included. Cities are complex entities, with population densities that are often – especially in megacities and hypercities – well over 2,000 per square kilometer. Apart from the economic and environmental aspects, which traditionally receive most attention, the socio-political and cultural dimensions of cities will need to be drawn into the discussion explicitly. A transition to a state of sustainability will profoundly alter the way in which people live in cities. Governance, the availability of shared (public) goods or "commons," existing inequalities (for example in standard of living) and inequity, participation, education, "livability" of cities and the sustainability-awareness of city dwellers, just to name a few topics, will need to be put into the equation. For this to be achieved, inter alia an adequate theoretical conceptual framework is needed. In other words, the approach to development toward sustainability of cities needs to be fundamental, integral and systemic.

With this in mind it is worthwhile to refer to an aspect of this theme, namely the 'green economy'. It is too often thought, that a drive toward this 'green economy' will automatically and largely – and in the time frame of a few decades or less[114] - take care of the issues mentioned above. This is expressed in terms as 'eco-city'. This is naïve. It hasn't worked in the – still dominating – classic economic growth system; why would it work in an economy that takes away much of the pressure on the environment? The argument is often used that the transition to a "green" economy creates numerous new jobs but what about the "old" jobs that will become obsolete? How is extreme poverty eradicated in the type of "green" system which is currently proposed? In the end, one might ask the legitimate question whether, for example, megacities and hypercities can ever reach a state of internal and external sustainability. If they – theoretically - can, the actual, fundamental and systemic changes

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[112] J. van Renswoude (see note-41).

[113] See e.g. the series of publications of sustainable urban development by Routledge and the many case studies done by FP6 Demonstration Projects, Energie-Cités, ICLEI, Local Sustainability, Urban, ManagEnergy etc.

[114] The recent UNEP's Report even hints at 2020 as kind of turning point: UNEP (2011) *Towards a Green Economy: Pathways to sustainable Development and Poverty Eradiction* (New York: UN).

they will need to undergo may take generations instead of a couple of decades, especially in the developing world. No quick solutions are possible for this fundamental question.[115]

With regard to the tripartite collaboration and the proposed European project (GOSUD), the motive is not to realize quick sand eclectic solutions. Thanks to the interrelation of the themes mentioned above (new forms of governance, welfare arrangements, social cohesion (on local level) and urban sustainable development - it will change the idea of a connection of the parcelled dimensions of human existence into an integration of these dimensions. It will also avoid the 'social dimension' as a black box as is done by the followers of the famous Brundtland Report (see section-1.1.4).[116] This black box even hinders a connection of these dimensions.

In the EFSQ's third main study, the 'social dimension' is changed into the 'socio-political and the cultural dimension. It hypothesizes, first, that these four dimensions are determining the overall sustainability of human existence on earth, thus the nature of sustainable urban development as well.[117] Second, thanks to the theorizing of 'the social', this approach delivers a possibility to integrate these four dimensions. And this implies a meta-theoretical point of orientation. Third, the current candidate for this point of orientation may be based on the complementarity of the social quality approach and human security discourses, as a result of its theorizing of the concept of 'the social' and consequently to deepen the concept of 'the human' and vice versa.[118] This three-fold hypothesis may be illustrated as follows:

Figure-7:   Integration of the four aspects of sustainability
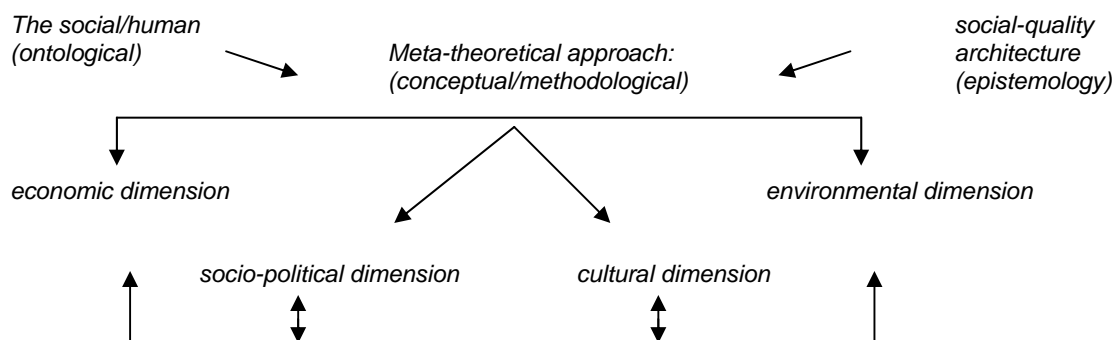
And the necessity to go beyond the 'state-of-the-art' of the sustainability debate was clearly articulated at the DG Research conference on sustainability and sustainable urban development.[119] Implicitly the conference's conclusion refers to the four dimensions. The conference did not suggest how to elaborate a 'meta-theoretical point of orientation' to integrating these dimensions. The participants restricted themselves to the conclusion that the current economic paradigm (economic dimension) will cause a global disaster. The tripartite collaboration and the proposed GOSUD-project will start – by applying a new conceptual framework – the exploration of this integration of the different relevant themes (see above) at local level.

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[115] See also the outcomes of the British survey (see note-68).
[116] United Nations (1987) *Commission for sustainable Development: The Brundtland Report* (New York: UN)
[117] L.J.G. van der Maesen and A.C. Walker (see note-2). This point is elaborated in Chapter-11.
[118] L.J.G. van der Maesen (see note-7), and see D. Gasper et al (see note-85), and see D. Gasper (2011) The Human and the Social: A Comparison of the Discourses of Human Development, Human Security and Social Quality, *International Journal of Social Quality*, Vol. 1 (1), pp. 91-109.
[119] N. Lucas et al (see note-6).

Section-1.3   *The methodology and associated work plan*

The elaboration and operationalisation of the ten objectives (see section-1.1.5.1) should be stated in a measurable and verifiable form. This implies an elaboration and clarification of the proposed methodologies (see section-1.1.7.4). We may distinguish four tasks:

- the task of the 'social quality teams',
- the task concerning the start and working of the tripartite collaboration
- the task concerning (afterwards) the operationalisation of the GOSUD-project,
- the task of verifying the outcomes.

We will discuss these tasks respectively. The accent will be on the first task, because this is based on the essence of the social quality theory. This theory should be summarized to understand this task. The following tasks refer to the elaboration of the first task.

1.3.1   The start of 'the social quality teams' as 'change agents' (first task)

The first task concerns the application of the social quality approach (its theory and instruments) as elaborated on the basis of the past '5th Framework Program' of DG Research of the European Commission and the huge projects in seven Asian and Australian regions since 2008.[120] Nearly fifty universities are engaged with the elaboration of aspects of this theory. The new teams of this proposed European project will analyse and elaborate the current theory of social quality in order to be enabled to act as ***'change agent'*** for the chosen local areas of the 12 cities, participating in the project (see second methodology). It concerns the building of consensus about the conceptual and methodological framework. The EFSQ's third book will be used as the main 'working document'.

1.3.1.1   The theory is point of departure

The essence of the idea of social quality is the social nature of human beings. This is reflected in the definition: '*social quality is the extent to which people are able to participate in social relationships under conditions which enhance their well-being, capacities and potential*'.[121] Although the definition emphasises individual well-being and potential, it means that these are derived from social engagement or participation. Thus the focus is on the extent to which the quality of social relations promotes both participation in societal structures, processes and changes and individual human growth and development. In other words, there is no individual well-being and development without social relations. According to the theory the adjective 'social' refers to the noun 'the social', namely the productive and reproductive relationships of social beings, realised in collective identities (societal wholes and structures).

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[120] As explained, the outcomes are published in national rapports of fourteen European Member States, in the double issue of the European Journal of Social Quality, in various working-papers, more than fifty articles in European journals and beyond, in seven Asian/Australian studies, discussed at five international conferences on the social quality approach in Asia, and twenty seminars of other conferences in Europe and Asia/Australia, as well published in chapters of books published in Europe, mainland China, Japan, Thailand, etc and finally in the EFSQ's third study (this study refers to all these activities since 2006, see note-2).

[121] L.J.G. van der Maesen and A.C. Walker (eds) (see note-2), p. 68. This is also based on the previous study: W. A. Beck, L.J.G. van der Maesen, A.C. Walker (eds) (1997), *The Social Quality of Europe* (The Hague/London/Boston: Kluwer Law International). This concerns the EFSQ's first main study.

Starting from the assumption that people are essentially social beings, rather than atomised economic agents, it is argued that self-realisation depends on social recognition and the three other constitutional factors (see Figure-8). It is obvious, that a person's self-realisation is derived from his/her interaction with others in a world of collective identities (families, communities, companies, institutions). Thus there is ***interdependency (= α)*** between processes of self-realisation and those of collective identity formation. Of course, in order to participate in these processes people must have the capacity for self-reflection and the collective identities they interact with must be open. It is here, in these interdependent processes, that '***the social'*** is emerging and permanently changed. The field in which these interdependent processes take place is that represented by the ***interplay (=β)*** of two critical tensions: the horizontal tension between the formal world of systems and the informal life-worlds of families, groups and communities; and the vertical tension between societal development and biographical development (see Figure-9 below).It results into the ***interference of α and β***.

1.3.1.2   *Three set of factors*

Three sets of factors play key roles in the creation of social quality. Once competent actors are constituted (see below), the opportunities for and outcomes of social quality are determined, first, by four ***conditional factors.*** The first says, that people have to have access to socio-economic security in order to protect them from poverty and other forms of material deprivation. The second claims that people have to experience social inclusion in, or minimum levels of social exclusion from, key social and economic institutions such as the labour market. The third says, people should be able to live in communities and societies characterised by social cohesion. And the fourth says, that people must to some extent be autonomous and socially empowered in order to be able to fully participate in the face of rapid socio-economic change. Each factor is an outcome of processes concerning the formation of a diversity of collective identities, strongly influenced by the interplay of processes of self-realisation across two main tensions and is, therefore also situated in one part of the quadrangle of the conditional factors, see below.[122]

Figure-8:   ***The social quality architecture***

Constitutional factors *(processes)*	*conditional factors* *(opportunities + contingencies)*	*normative factors* *(orientation)*
personal (human) security	*socio-economic security*	*social justice (equity)*
social recognition	*social cohesion*	*solidarity*
social responsiveness	*social inclusion*	*equal valuation*
personal (human) capacity	*social empowerment*	*human dignity*
[outcomes will be qualified by profiles]	*[outcomes will be measured by social quality indicators]*	*[outcomes will be judged by the application of criteria]*

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[122] W.A. Beck, L.J.G. van der Maesen, F. Thomése, A.C. Walker (eds) (2001), *Social Quality: A Vision for Europe* (The Hague/London Boston: Kluwer Law International). This concerns the second main study by the European Foundation.

The interference between α and β results, secondly, into the **constitutional factors**: First, personal (human) security, concerning the institutionalisation of the rule of law. Second, social recognition concerning interpersonal respect between members of the community. Third, social responsiveness concerning the openness of groups, communities and systems. Fourth, personal (human) capacity, concerning the individual's physical and/or mental ability. Each factor is also mainly influenced by two aspects of the interaction between the two main tensions and is, therefore, especially situated in one part of the quadrangle of the constitutional. Thirdly, a set of **normative factors** is used to make judgements about the appropriate or necessary degree of social quality, based on linking the constitutional and conditional factors at a specific place and a specific time. The normative factors are: social justice, in relation to socio-economic security; solidarity, connected to social cohesion; equal value, as a criterion in relation to social inclusion; and human dignity, in relation to social empowerment. It is important to stress, that the conceptualisation and operationalisation of **social cohesion** (and its indicators) is an aspect of this construct. All twelve concepts of the architecture are conceptualised in an integrated way, based on the elaboration of the concept of 'the social'. This is new for Europe, Asia, Australia, Latin-America, USA, and Africa.

1.3 1.3   *The social quality welfare regimes*

On the basis of the previous arguments we presented the social quality architecture. It shows the three dimensions and their interconnectedness. We will argue that the application of this architecture will present a unique opportunity to analyse and to understand the nature and working of local welfare arrangements in an innovative way. In line with welfare regime theory we hypothesise that there are different 'social quality regimes' depending on variations in the interactions between the constitutional and conditional factors, within their normative context. The concept of social quality did not spring up instantly, it is the product of a long tradition of socio-political and political economic thinking. The immediate impetuses were the lack of clear conceptual thinking about the goals of social policy or social development, such as fights against social exclusion or increases in social cohesion, to which the introduction of new terminology and its different use (for instance 'social capital') only added to the confusion; the absence of a coherent methodology by which to integrate the various goals of and key actors in social change; the increase in the long term subordination of social policy to economic policy (a mirror image of the relationship between economic and social development); and the political assault on the European social welfare systems inspired by neo-liberalism. In other words the start of social quality theorising in the middle of the 1990s implied the search for an answer to the one-dimensional economic thinking and interests and the dominance of the GDP-indicators to analyse the state-of-affairs and societal progress.[123]

1.3.1.4   *An excursion: the concept of social cohesion*

European institutions see social cohesion as an important goal of their socio-political, cultural and economic programmes. Jeannotte has made a valuable contribution by analysing the approach to social cohesion of two European institutes, the European Union and the Council of Europe. She found that the implicit definition of social cohesion used by the organisation has evolved from a fairly narrow economic and materialistic focus to encompass

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[123] A.C. Walker (2011) Social Quality and Welfare system sustainability, *International Journal of Social Quality*, Vol.1 (1), pp.5-19. Romano Prodi, former President of the EC, welcomed the EFSQ's second main study as a breakthrough in the traditional discourses on cohesion, inclusion, socio-economic security and social empowerment, W.A. Beck et al (see note-112), *Preword*.

elements related to social well-being, as well as cultural and democratic cohesion. Jeannotte's characterisation of a cohesive society demonstrates the interlinking of the different social quality conditional factors. The political characteristic of a cohesive society can be linked to the justice aspects of social cohesion but also to social inclusion (active participation in society and having access to institutions) and social empowerment (freedom of expression, free flow of information). The economic characteristics are invariably linked to socio-economic security.[124] This theme is further elaborated in the EFSQ's third main study (see note-2). It is, like the three other conditional factors, an outcome of the interference of two types of processes (between α and β, see above). Since the subject matter of 'the social' is an outcome of this interference in first instance, the subject matters of the conditional factors are as well an outcome of this inference and therefore intrinsically related to each other and 'the social'. In other words, contrary to all other approaches of social cohesion, in the theory of social quality the concept is totally related to the other conditional factors (as well as the constitutional factors). See for the interrelatedness of the four conditional factors the following figure:

Figure-9:   ***two main tensions and the four conditional factors[125]***

Societal development

socio-economic security

social cohesion

Institutions structures organisations

conditions for

the quality of daily circumstances

Communities families networks groups

social inclusion

social empowerment

Biographical development
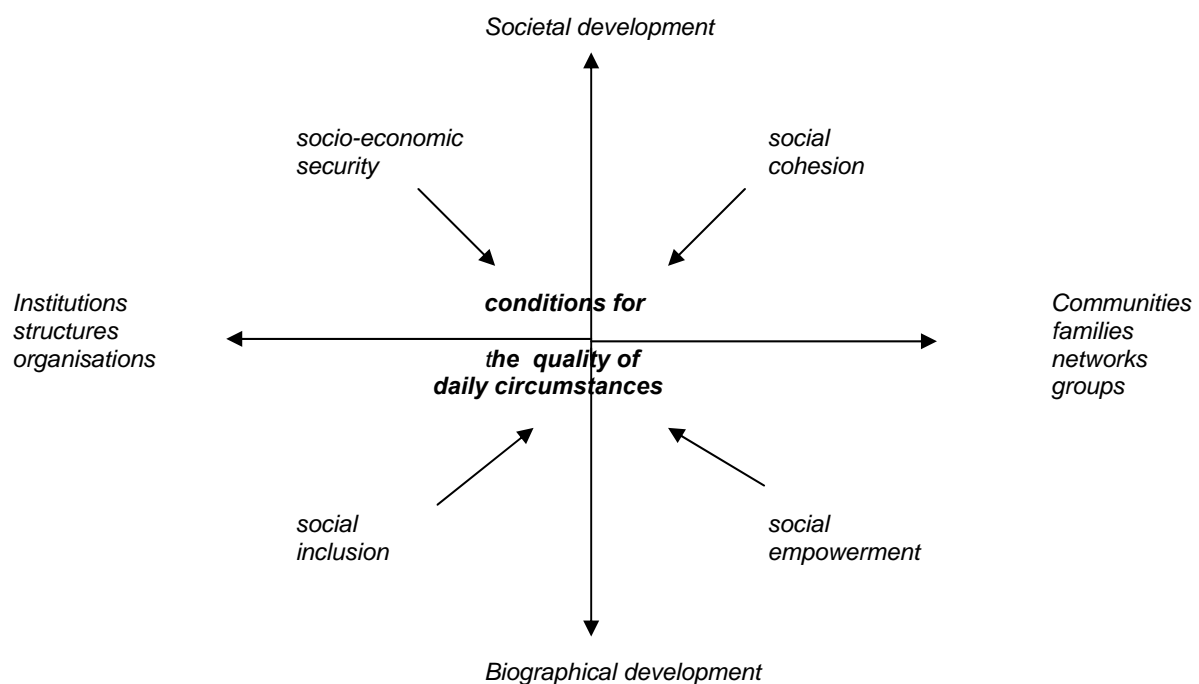
Social cohesion as an outcome of this interference of α and β is the extent to which social relations, based on identities, values and norms, are shared. Social cohesion refers to the glue which holds communities and societies together. It is vital for both social development and individual self-realisation. The contemporary discussion of cohesion often centres on the narrow popular concept of social capital but its legacy stretches back, via Durkheim, to solidarity, shared norms and values. **Socio-economic security** is the extent to which individual people have resources over time. **Social inclusion** is the extent to which people have access to and are integrated into the different institutions and social relations that

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[124] M. S. Jeanotte, *Social Cohesion around the World: an international Comparison on Definitions and Issues*, Quebec :Strategic Planning and Coordination, Department of Canadian Heritage, 2000. This theme is further elaborated by D. Phillips and Y. Berman (see note-2), Chapter-7.
[125] A same graph may be given for the constitutional factors.

constitute everyday life. Social inclusion concerns citizenship. **Social empowerment** is the extent to which the personal capabilities of individual people and their ability to act are enhanced by societal relations.[126] The theme of the conditional factors is illustrated in Figure-9. In this figure, the constitutive interdependency is not illustrated, only the interplay of both main tensions. But the conditional factors are also resultants of this interdependency. Furthermore, the theory does not suggest that processes resulting in these four factors are restricted to a dual tension such as the one between societal development and the world of daily life (communities, families etc). However, it claims that there is a difference in accent.

1.3.1.5   An innovative approach of welfare arrangements and welfare policies
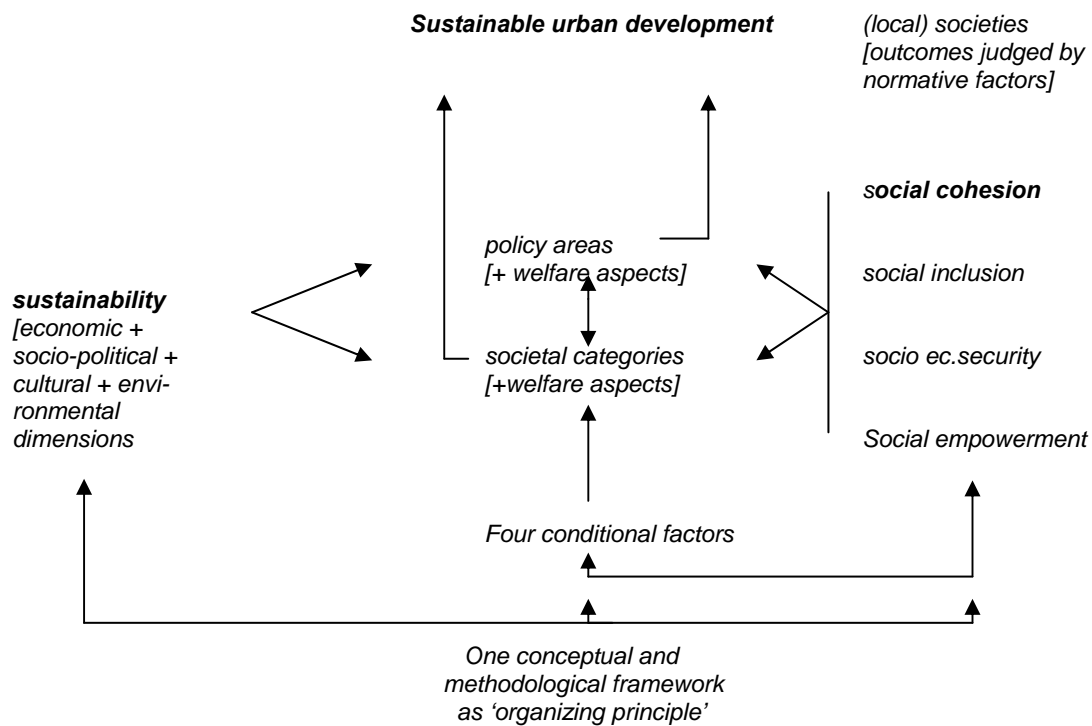
Thanks to this interrelatedness of the three sets of factors (see Figure-8), research of local welfare arrangements and policies for delivering provisions may be related to the theory which explores the interrelationship of these three sets of factors. Therefore we are enabled to analyse the characteristics of the welfare system on local level in a totally new way. According to the theory of social quality, parts of the welfare system are also connected with aspects of the conditional factors, as well as with aspect of the constitutional factors. Their role may be judged with the help of the normative factors. To really stimulate sustainable cohesive social relations on local level the accent on one conditional factor – see for example the traditional accent on different domains of the conditional factor of socio-economic security (the increase of jobs, social protection, the renewal of health and social care or housing conditions) is insufficient.

To understand the nature of sustainable cohesiveness the theme of social cohesion is highly crucial, seen in connection with the other conditional as well as constitutional factors. And as noticed, policies concerning the local level – oriented on aspects of the conditional and constitutional factors – should be oriented on accepted ethical standards, expressed by the normative factors. The outcomes of these policies should be judged by these factors. Therefore this architecture will function as a unique instrument to analyse the nature of local welfare arrangements as a result of the reciprocity of external and internal forces, which will be confronted with the local structures and their dynamics (see section-1.1).

In Figure-10 we will illustrate in which way the social quality approach enables us, **first,** to analyse respectively the nature of the different policy areas (and their welfare/well-being aspects) as well as the position of societal (local) categories (and their welfare/well-being aspects) of the urban context. **Second** it enables us to explore their interrelatedness with the help of questioning the way the state-of-the-art and the effects of forces and policies influence the nature of the four conditional factors of these areas and categories. Also with regard to this theme we are able to question the way they influence the nature of the constitutional factors of these areas and categories. It will also enable us, **third**, to analyse the extent of sustainability, since the (integrated) effects of the global dimensions of sustainability will be implemented and realised in the policy areas and societal categories on local level, resulting into a decrease, a stabilization or increase of sustainability on local level. By the application of the conditional factors (with the help of social quality indicators) and the constitutional factors (with the help of the profiles) these effects can be explored and understood. This prevents a totally isolated analysis of social cohesion (and for example social exclusion) on local level, not grasping the comprehensive effects of external and internal forces.

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[126] L.J.G. van der Maesen and A.C. Walker (eds) (see note-2), Chapters 3 and 4.

Figure-10　　　　　**The interrelatedness of 'realities' on local level**

Sustainable urban development　　　*(local) societies*
[outcomes judged by
normative factors]

social cohesion

policy areas
[+ welfare aspects]　　　*social inclusion*

sustainability
[economic +
socio-political +
cultural + envi-
ronmental　　　　*societal categories*　　*socio ec.security*
dimensions　　　　*[+welfare aspects]*

Social empowerment

Four conditional factors

One conceptual and
methodological framework
as 'organizing principle'

1.3.1.6　　　New forms of governance for sustainable development

In order to develop local welfare arrangements and their systems in our understanding (see above) a change of the governance approach is a condition since the classical (European) accent on the national, provincial and local political bodies as main actors for welfare (and well-being) provisions, neglect emergent processes caused by a manifold of actors outside the political domain. This dominant and one-dimensional accent prevents a real insight into processes and outcomes related to the local welfare systems. The new understanding implies, firstly, all research on the reciprocity between both sides of the horizontal axe: (i) on the left side political bodies, administration, private and commercial organisations (world of systems) and (ii) on the right side communities, ngo's, families and networks (world of daily life). Secondly, this reciprocity should be connected with the results of the tension between societal developments and biographical developments (the vertical axe). To be effective, for really enhancing the position of people as active citizens we need new principles of governance in the broadest sense. Thus the external and internal forces should be addressed by processes according to new principles of governance.

1.3.2　　　The operationalisation of the tripartite collaboration and the GOSUD-project (second and third tasks)

The previous section tries to explain the challenges of the new interdisciplinary 'social quality teams'. They should create a path route, leading to consensus about the headlines of the new urban methodological framework. As argued, this is missing in Europe and beyond. The goal is to contribute to innovative processes resulting in practices in the chosen localities of

the participating cities by connecting, cq. integrating the five layers of this framework (see Figures-4 and 6). This should result into the improvement of sustainable urban conditions.

The second and third tasks concern logical operations of the tripartite collaboration and the GOSUD-project. They are in fact identical. Therefore the following figure may be worthwhile to understand these plans:

Figure-11:   An overview of the parts of the European project
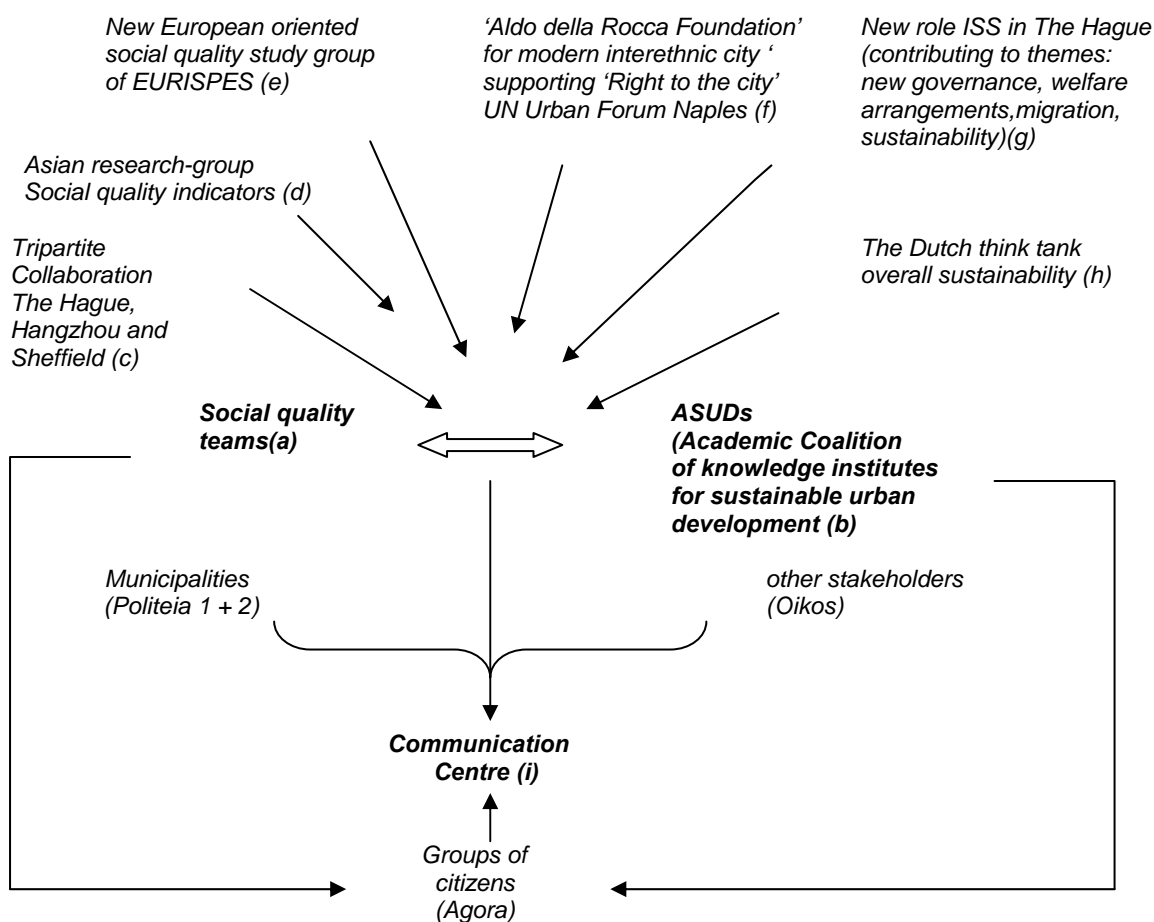
We can distinguish the following subtasks:

- the construction and operation of 'social quality teams' (see previous section). The European Foundation on Social Quality as well as the Asian Consortium for Social Quality have a lot of experience with this aspect of the operations (a).[127]
- The construction of academic coalitions for sustainable urban development, namely the ASUDs (b).[128]
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[127] Currently different social quality teams are active in Europe, Asia and Australia. Independent of the GOSUD-project these will be extended.
[128] Over the last three years the 'social quality team' of The Hague experienced with the Hacu as a coalition in statu nascendi of the Erasmus University, the ISS, the University of Leiden, the NICIS, HIVOS, The Hague High School, the EFSQ, the University of Delft.

- The construction of a tripartite collaboration (of municipalities, groups of citizens, etc in The Hague, Sheffield and Hangzhou (c).[129]
- Elaborating the collaboration with the Asian research-group social quality indicators(d).[130]
- The establishment of a European oriented study group social quality by EURISPES in Rome for supporting the operations. A start will be made in 2012 with the help of specific financial support (e). [131]
- The development of the collaboration with an international network related with the UN Urban Forum with support by the 'Aldo della Rocca Foundation' in Naples (f).[132]
- The preparation of the support by the International Institute of Social Studies in The Hague to deepen- on the basis of international research – the three aspects of the proposed European project (new forms of governance, welfare arrangements and sustainability in connection with the questions of social cohesion and diversity). The EFSQ and the ISS started a project-collaboration in 2007, which enhanced the work carried out by the EFSQ in a decisive way (g). [133]
- The operations of the current Dutch think-tank 'overall sustainability. This group, financed by the EFSQ will work independent of the GOSUD-project but it may support this project in relating themes of overall sustainability and sustainable urban Development (h).[134]
- The construction of Communication centres in the localities of the participating cities of the project (i).[135]

The operations for the tripartite collaboration and the GOSUD-project not only derived from recent activities and studies in The Hague but they go far beyond, in the past as well as in other continents. Figure-11 may also demonstrate that the accent is to connect research and practices. Research can stimulate innovative practices but also innovative practices, constructed independent of recent research, may inspire new forms and aims of research. This reciprocity concerns the heart of the matter of the second and third task, namely through (i) the collaboration between social quality teams, (ii) the ASUDs and the (iii) communication centres. The ambition is to design and to apply instruments to measure and verify the outcomes of this collaboration, for the practice (sustainable urban development), for politics (to support this development) and for scientific research (to present analytical instruments).

1.3.3 Measuring and verifying the outcomes (fourth task)

The essence of this fourth task concerns the application of social quality indicators, to understand the changes of the conditional factors of social quality. This will be based on

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[129] This contract for this collaboration is made independent of the plans for the GOSUD-project. But it will strengthen the possibilities of the GOSUD-project enormously.

[130] See therefore the EFSQ's third main book (see note-2), and its Annual Report 2009/2010 (see note-7)

[131] EURISPES and the EFSQ started a formal project-collaboration as well in the beginning of 2012. The development of this new study group is one of the outcomes of this decision.

[132] The purpose is with support by EURISPES in Rome to develop a collaboration with this UN-oriented network (also Habitat) (modern interethnic city using the modern ITC technology and services, strengthening human rights under the lead of prof. Corrado Beguinot.

[133] The preliminary work on behalf of the demonstration project of The Hague, the think-tank sustainability and the international debate on the comparison of the social quality and the human security approach was an outcome of this project -collaboration.

[134] It is of interest to notice that since the end of 2011 this think tank is developing forms of collaboration with the ISS, the Erasmus University, the University of Utrecht and international operating organisations concerning environmental challenges (e.g. the International Friends of the Earth and the Plastic Soup Foundation).

[135] One of the founding fathers of the EFSQ was director of the Communication centre of the new South-East extension of the city of Amsterdam , a locality for 125.000 inhabitants, in the 1970s. Especially this experience stimulated the start of the communication centre of the locality Laak/Binckhorst of the city of The Hague. This experience deepened thanks to studies in London, Liverpool, Montréal and Toronto.

the results of research carried out in European and Asian countries and Australia since 2001. The EFSQ's third main book (see note-2) presents a complete overview of this huge amount of research.

1.3.3.1 Theoretical questions or challenges

By discussing the rational and arguments of the tripartite collaboration and the GOSUD-project we can formulate their ten objectives in the first chapter. Measurements instruments are proposed to be applied for understanding (or monitoring) the effects of the changes of local welfare arrangements for the improvement of sustainable urban development (see Figure-8). Therefore politics and policies to change these aspects should be analysed as well. The work that has already been undertaken and in particular the indicator work can be instrumental in helping to empirically understand the local welfare arrangements. In this aspect it goes beyond the well-known analyses of national welfare regimes. With this in mind the following questions are central for the the plans presented in this working-paper. With the help also of Figure-10 (the core challenge of the research) we may ask:

- which aspects of the local welfare arrangement are – formally and informally – related with the different policy areas and different societal categories,
- in which way do they strengthen the different domains of the conditional factors,
- in which way do they strengthen the constitutional factors as social recognition,
- will they also contribute to sustainable societal relations regarding the policy areas on local level as work/employment, education, health and social care, social housing, income security, and in the different societal local categories as older people, migrants, women, children, handicapped people etc,
- finally, in which way do they contribute to the nature of policy areas and categories in order to improve the sustainable cohesiveness of the local circumstances?

It is important to stress at this stage that the work carried out by the Asian/Australian research-group – starting with the outcomes of the European Network Indicators of Social Quality (ENIQ, see the presentation in the EFSQ's third book, note-2) – presents new points of departure in developing a research strategy for the tripartite collaboration and the proposed GODUS-project. Their work is essential for the following step, the research of the nature of local welfare arrangements and their functionality for paving the way for 'a good society' on local level.

a. The investigation of three sets of data

A central **purpose** of the fourth task has to be seen as a multi-level process, aiming to determine the relevant possible range of action for developing policies. If we refer to the definition from above – seeing local welfare arrangements as outcome of the complex of (in traditional terms) welfare and well-being provisions, produced, delivered, and financed by a complex of actors – we can understand the outcomes for social quality on the local level by acknowledging that the service providers are very much determined by externally set conditions. To a large extent the internal factors have been derived from the daily interactions of institutions, policy-makers and citizens. In other words – and see for example Figure-10 – this allows to determine the way in which the service provision (concerning aspects of the welfare arrangements) related with policy areas and societal categories on local level improve the nature of the conditional and constitutional factors. By applying the normative factors – and see Figure-8 – we may judge the outcomes. Thee outcomes should

be related to the extent that they will contribute to sustainable urban development and the cohesiveness of localities of cities.

b.   The three functions of social quality indicators

Until now the social quality work has been restricted to one of the aspects its architecture, namely to the conditional factors and their indicators. Following the work undertaken by the ENIQ-project and the recent Asian/Australian research-group Indicators Social Quality, the tripartite collaboration and the proposd GOSUD-project will apply this to the following societal levels:

- Indicators on the **national level**, helping us to understand the change of the nature of social quality on national level, caused by internal and external forces resulting in trends, contradictions and challenges,
- indicators on the local level, helping us to understand changes in the nature of social quality, caused by the effects of policies on different **policy areas** on local level (including the welfare systems) but also clarifying the way in which these policies and their effects are interlinked with and embedded in the national (and global) system (see also figure-10),
- indicators on the local level, helping us to understand the change of social quality, caused by the effects of the interrelation of changes in different policy areas for **urban categories** as migrants, women, elderly, handicapped etc and allow assessing the actual process of policy making and the involvement of citizens. This third function addresses a 'comprehensive understanding' of changes (see also Figure-10).

This threefold distinction is elaborated in the EFSQ's third main book (note-2, Chapter-10). The former ENIQ in Europe and the current Asian/Australian research-group social quality indicators are especially oriented on the first function. Thanks to the start of the urban studies in the city of The Hague a start was made with the second function; addressing indicator research to judge the results of policy intervention for policy areas health care, employment, education etc. A good example of the application of social quality indicators on the policy area of 'public health' is presented by the University of Sheffield,[136] and afterwards by Flinders University in Australia.[137] Soon the third function of social quality indicators will be elaborated, to understand the interrelated results of changes in different policy areas of the local situation for migrants as such or elderly etc, namely the urban categories. They will experience these outcomes from a comprehensive perspective. In the following figure we will illustrate the significance of our ideas about the second and third function of these indicators.

The following figure - as an outcome of different workshops in the city of The Hague in 2010 and 2011 – illustrates that the social quality approach will add something to traditional practices of measuring and monitoring. It will be able to use the results of the applied traditional 'technical indicators' of each policy area to explore the change of the four conditional factors. Thanks to this, the outcomes will be enriched with a new significance, namely how they will change the nature of the domains of these factors. Therefore we can make conclusions of the different impacts of policies oriented on various policy areas (as well

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[136] P. R. Ward, P. Redgrave and C. Read (2006) Operational izing the Theory of Social Quality: Theoretical and Experiential Reflections from the Development and Implementation of a Public Health Programme in the UK, *European Journal of Social Quality,* Vol. 6 (2), pp. 9-19.
[137] P.R. Ward, S.B. Meyer, F. Verity, T.K. Gill and T.C.N. Luong (2011) Complex Problems Require Complex Solutions: the Utility of Social Quality Theory for Addressing the Social Determinants of Health, *BMC Public Health*, 11: 630, http:/www.biomedcentral.com/1471-2458/11/630.

as urban categories). But there is a second interesting consequence. As a result of this procedure we will also be able to **compare** the significance of policy outcomes for education, housing, sport, migrants, handicapped people for the first time thanks to a common denominator. It enables an understanding from a comprehensive point of view of the impact of different policies oriented on various policy areas for urban categories. In the near future a following step should be made to confront the outcomes of the technical indicators with the four constitutional factors as presented in the social quality architecture. And as argued, the orientation on policy areas concern the second function and the orientation on urban categories concern the third function. With this threefold functionality of the social quality indicators it differs fundamentally with those constructed for quality of life research, social capital, human development or the capability theory.

Figure-12:   The second and third function of social quality indicators
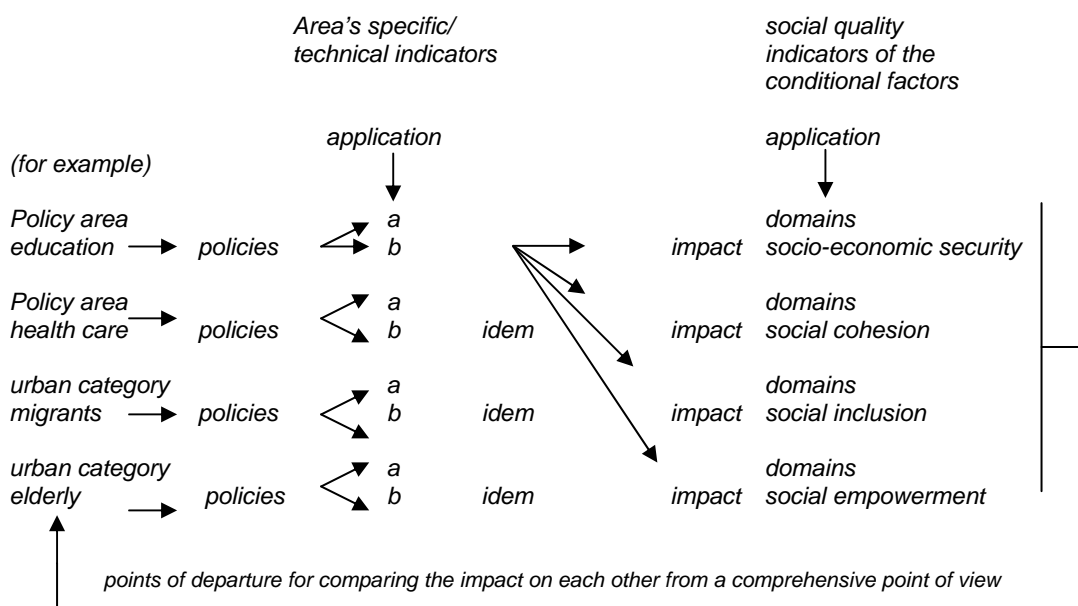
The issue mentioned above will be discussed at a forthcoming Sixth International Conference on Social Quality in Hong Kong, June 2012. The outcomes will be highly important for the development of the tripartite collaboration and the GOSUD-project. Therefore the participants of this project will start collaboration with the members of the Asian/Australian research group social quality indicators from Hong Kong, mainland China (three universities), Taiwan, Japan, South Korea, Thailand and Australia. From Asian side the Zhejiang University takes the lead with the application of this work on urban settings (stimulating the tripartite collaboration The Hague, Hangzhou and Sheffield).

One of the challenges is to introduce and to elaborate another aspect of the social quality approach - namely the constitutional factors (see Figure-8) to fully understand the ubjective experience of citizens as a result of the effect of internal and external forces in the urban settings and why. The enormous challenge of the social quality approach is to add this new form of measuring, namely the application of **profiles** to understand the changes concerning constitutional factors. It regards the level of the emotions, the cognitive dimension and attitudes.

c.   *The preparatory work for constructing typologies*

As argued, the application of the threefold functions of social quality indicators and the start of the application of profiles have to be backed in analytical terms by referring to the social quality architecture (Figure-8). This allows developing a tentative typology. It is important that in this way a normative framework is given that does not simply build on the affirmation of a structure that is taken as given. Rather, the social and its quality itself are under scrutiny. An important aspect in this respect is that the research project provides a new approach for defining and locating welfare provisions. On the one hand, we are surely concerned with a traditional set of provisions. On the other hand, we need to conceptualise societal policies as a process of co-production, involving different actors. Emphasising this dimension of co-production will serve as a heuristic moment in investigating the mutual constitution of the different aspects of local welfare arrangements.

In this light, the second and the third set of data are new as they closely link the methods of quantitative and qualitative approaches. Indicator research is commonly geared towards developing measurement instruments. However, at the same time the implicit or explicit claim is that indicators are not direct representations. Nevertheless in practice they are used as such, not reflecting that they actually measure the outcomes of the working of the different factors. As such, they can only be interpreted if they are interpreted as part of a complex system of interaction. This means as well that they are geared to make structures and processes equally accessible. If we take from here the different angles of the fundamental tensions as they are presented in the social quality quadrangle, we tentatively come to a new heuristic framework, providing the points of departure for further analysis.

1.3.3.2   *Measuring economic growth or societal development?*

Indicators research in the economic area has a long tradition, having been used especially in economics as instrument to measure economic development. But it is hugely important to acknowledge that such narrow perspective has been questioned for a long time and a wider perspective has been asked for from different sides, and especially two kinds of shortcomings of indicator research have been addressed. On the one hand we find many cases of criticising indicator research as being limited in scope. As an example of such criticism we find substantial shifts, for instance by including different measures that are relevant for additional areas (as for instance environmental factors). The Stern Report can be very much seen as such exercise, gathering a hugely valuable outlook on environmental sustainability policies.[138] On the other hand we find a similar critique, geared towards the lack of completeness of certain measures.[139] Here we find as outcome a process of eclectically adding different indicators or areas. This already started in the 1960s where we find the emergence of a social indicator movement. Notwithstanding the fact that hugely important areas are captured in many cases, these efforts remain incomplete by lacking a coherent link to an overall, theoretically underpinned societal result which is relevant for all aggregate levels of soci(et)al developments, centred on daily circumstances of citizens.

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[138] N. Stern (2007), *The Economics of Climate Change: The Stern Review* (Cambridge: Cambridge University Press). The recent challenge is indeed to develop social quality indicators which are applicable for measuring the environmental aspect of sustainable urban development. This will be the forthcoming task of the Dutch 'think tank' as illustrated in Figure-11. See therefore: J. van Renswoude (see note-41). In the EFSQ's third main book, a comment is given on the approach by Stern and his colleagues (see note-2), Chapter-11.

[139] European Commission, see note-11.

1.3.3.3   The research project's orientation on social quality indicators

From the foregoing it should be clear that social quality indicators have to be developed as means that allow assessments of complex relationships and processes. As such they have to be based on the architecture of a set of conditional, constitutional and normative factors and be employed by looking at and acting at different aggregate levels. The research project then has to consider the following levels when it comes to determining the indicators. The **first question** concerns the definiendum: what do we actually want to measure – this requires not least a clear normative statement. It means to go beyond the standard values and actually define the social character of what is measured. In policy analysis and increasingly as well in economic analysis it is frequently contested how to define concepts as 'economic growth', 'soci(et)al progress', 'well-being', 'welfare' and the like. The **second question** concerns continuing the iterative process that started during the ENIQ-project during the years 2001 until 2006 – and afterwards in seven important regions in Asia and Australia until now - the participants of the GOSUD-project will have to achieve a common understanding of what social quality is about. During the work of ENIQ, but even more so in the following years much work has been done. Of particular importance is the continuation of the debates in two directions:

- First, concerning the Asian/Australian research oriented on the theoretical and empirical work for developing the social quality approach. This was an important eye-opener with respect to the underlying Eurocentrist of earlier work in the framework of the social quality approach. Leaving aside its specific meaning in the global perspective it also allowed a shift in the central considerations. It proved and empirically underlined the importance of the sq-architecture, emphasising (a) the close link of the three sets of factors and (b) the importance of the constitutional factors – the latter is of crucial importance as well for approaching the level of local welfare systems.

- Second and in conjunction with the first shift, work was carried out to relate to other approaches, in particular to measuring Human Development and Human Security. This means an important contribution towards developing an understanding of the significance of conditional factors: in short the emphasis of the social not only as a framing condition but more centrally the essence of human existence. The social quality approach orients on an integrated understanding of the biographical and societal development, allowing analysis and also the dealing with tendencies towards hedonism?

1.3.2   The overall strategy of the work plan

This work plan may be derived from the ten objectives (section-1.1.5.1) and the overview of the parts of this project (namely Figure-11). We may summarize this as follows:

- The organisation of the 'Project Management Group' and the 'Steering Group',
- The start of the organization of the social quality teams in the participating cities,
- The start of the choice of the localities which are of interest for the project and the ASUDS as new instruments [see the Hacu in The Hague as example],
- The creation of consensus about the social quality approach for addressing the goals or targets of the Call in the context of a better understanding of sustainability and sustainable urban development,

- The start of the exploration of the similarities and differences with other approaches (quality of life, social capital, etc),
- The presentation of the start, development and outcomes of the demonstration-project of the city of The Hague as example,
- The clarification of the state-of-the-art of the tripartite collaboration between The Hague, Sheffield and Hangzhou as motor of the GOSUD-project,
- The further development of 'demonstration-projects' in the localities of the participating cities,
- The start and elaboration of the collaboration between municipalities, stakeholders and groups of citizens concerning the localities of the participating cities,
- The start and further elaboration the communication centres in the chosen localities of the participating cities,
- The stimulation of innovative practices in these localities to address the current problematique of these localities (see the 'Social Polis Platform' discourses),
- The start of analyses of the application of social quality indicators thus far (in Europe, Asia and Australia) to explore the change in the conditional factors, as well to especially elaborate their second and third function as referred to in Figure-12,
- The start and the further elaboration of the five sub-methodologies of the 'urban methodological framework' (new forms of governance, community building, of practice and of communication) with the help of indicators research, to analyse processes and outcomes of interventions in the localities of the participating cities,
- The design of a new and more adequate methodology of science (as instrument of the ASUD),
- The start of the elaboration of both other instruments of the social quality approach – namely profiles (constitutional factors) and criteria (normative factors) to compare the localities of the participating cities, see Figure-8.
- The presentation of the results to contribute to an effective 'urban methodological framework' for further contributing to the international discourse on 'sustainable urban development' addressing issues of social cohesion, social inclusion, diversity, new economics and the role of modern welfare arrangements.
- The organisation of meetings in the participating cities and plenary meetings at European level to discuss, analyse, compare and presen the work carried out in the participating cities,
- To develop – with the help of new communication techniques – different forms of dissemination to yearly present the results to a European and global audience, with support by the European Foundation on social Quality, the Asian Consortium for Social Quality, EURISPES, the Institute of Social Studies, the UN-Habitat: newsletters, website, interlink of websites, working-papers, reports, articles and a theoretical, methodological and empirical oriented book for compromising the outcomes of the GOSUD-project (according the example of the EFSQ's third main book of its FP5 project).

Chapter-2:   Implementation

Section-2.1   Project Management System of the GOSUD-project

As explained above, the collaboration between the social quality teams from The Hague, Sheffield and Hangzhou will function as mortor or source of inspiration for all other partners of the GOSUD-project. For this project a more extensive management system is a condition for its operations. In order to explain its project management system we will present Figure-13.

Figure-13:   The project management system

Project management group

* dr Laurent J.G. van der Maesen (Chair)
* prof. dr Andrea Mignone (co-Chair)
* dr Jos van Renswoude (expert sustainable urban development)
* prof. dr Peter Herrmann (expert social quality and welfare arrangements)
* dr Diana Spulber (project meetings and management finances)
* drs Helma Verkleij (management communication and publications)

02/02/12

Steering Goup

* dr Laurent J.G. van der Maesen
* prof. dr Anderea Mignone
* prof. dr Alan Walker (EFSQ)
* prof. dr Ka Lin (ACSQ)
* prof. der Maria Petmesidou (Democritus University)
* prof. dr Judith Wolf (University of Nijmegen)
* prof. dr Marco Ricceri (EURISPES)
* prof. dr Corrado Beguinot (UN Urban Forum)
* prof. dr Harry Nijhuis Demonstration project The Hague)
* prof. dr Mohammed Salih co-rector ISS/Erasmus University
* prof. der Jan Vranken University of Antwerp

Main part of the consortium

social quality team The Hague chair + assistant	social quality team Genoa chair + assistant	social quality team Sheffield chair + assistant
social quality team Gottingen chair + assistant	social quality team Nantes chair + assistant	social quality team Roskilde chair + assistant
social quality team Aberdeen chair + assistant	social quality team Gyor chair + assistant	social quality team Antwerp chair + assistant
social quality team Lisbon chair + assistant	social quality team Thessaloniki chair + assistant	social quality team Bucharest chair + assistant
social quality team Warsaw chair + assistant	social quality team Moldova chair + assistant	