

ANNUAL REPORT 2009 & 2010
European Foundation on Social Quality
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1. Introduction

In 2009 the EFSQ published a short report to inform on the work carried out in 2007 and 2008.¹ Afterwards it published a working paper to further communicate on the theoretical and methodological issues of the work carried out in both years.² This working paper has been published on our website. This background information delivers the starting points for this Annual Report on 2009 and 2010. It explains the changes stimulated of the European social quality approach, which also have been enticed by colleagues in Asia and Australia. These regard a new focus towards five themes: human security, sustainable urban development, sustainable welfare societies and global policies, overall sustainability and the theme of democracy and justice under modern circumstances. Their articulation may deliver a frame of reference to compare the European work with the impressive Asian/Australian work on social quality recently carried out.

1.1 The content

The report will follow the traditional composition:

- information about the European theoretical activities on social quality,
- the related methodological work, especially concerning the social quality indicators,
- the empirical and policy oriented explorations, also resulting in the start of a demonstration project,
- information about its communicative activities,
- and about the state of affairs of its finances and infrastructure,

These sections refer to relevant meetings and publications of both years (see footnotes).

1.2 The new Asian Consortium for Social Quality

As explained in a working paper about 2007 and 2008 the collaboration with Asian and Australian scientists has increased and deepened. In the following sections we will highlight the new results of this collaboration.³ Thanks to this – and also to the collaboration with the Institute of Social Studies (see below) - the five themes mentioned above have been addressed more intensely in 2009 and 2010. After the fourth Asian conference on Social Quality (see section-2.2) a fourth meeting of the Asian Steering Committee Social Quality was organized in Bangkok. The facilities were delivered by the organizers of the conference. The notes of the third meeting which took place in Nanjing in 2008, presented strategic questions for the development of the social quality approach in Asia and Australia.⁴ It was decided at this fourth meeting to start with the Asian Consortium for Social Quality. All Asian universities engaged with the ACSQ - universities in mainland China, Hong Kong, Japan, Taiwan, South Korea, Malaysia, Singapore, India, Indonesia, Thailand and Australia – decided to take separate responsibility for one of the targets of the ASCQ as described in the notes of the third meeting. They preferred this decentralized approach instead of the creation of an ACSQ's office in Bangkok as proposed at the Nanjing meeting.⁵ Both institutionalized networks – the EFSQ and the ACSQ – may be very functional to address the four new themes from the social quality perspective.

1.3 The project collaboration with the Institute of Social Studies (ISS)

¹ L.J.G. van der Maesen, H. Verkleij (2009) *European Foundation on Social Quality: Annual Report 2007 and 2008* (The Hague: EFSQ, October, www.socialquality.org).

² L.J.G. van der Maesen, H. Verkleij (2009) *An overview of strategies to develop the social quality approach in Europe and Asia during 2007 and 2008* (The Hague: EFSQ, November: *working paper series nr.4*, www.socialquality.org)

³ Ka Lin, P. Ward, L.J.G. van der Maesen (2009) Social Quality Theory in Perspective, *Development and Society*, Vol.38 (2).

⁴ L.J.G. van der Maesen (2008) *Impressions of the outcomes of the third meeting of the Asian Steering Committee Social Quality held in Nanjing* (The Hague: EFSQ).

⁵ Ka Lin, L.J.G. van der Maesen, H. Verkleij (2010) Impressions of the fourth meeting of the Asian Steering Committee Social Quality held in Bangkok (Nanjing/The Hague: Nanjing University/EFSQ, February). Ka Lin was appointed as chair of the ACSQ.

At the end of 2009 the first stage of the project collaboration with the ISS – recently institutionalized as a faculty of the Erasmus University in Rotterdam – was completed. Since then discussions started to enter the second stage.⁶ From the side of the ISS a report has also been produced on the results of the first stage.⁷ The EFSQ was (and is) allowed to use the ISS's facilities for office, meetings and communication. Based on positive experiences with the project collaboration proposals have been made to continue common activities as discussed in following sections⁸, namely:

- approaches of the urban development of The Hague (section-3.2),
- development of an academic coalition for sustainable urban development (section-3.2.3),
- the project on the global debate on social quality and human security (section-2.3),
- the start of a think tank on overall sustainability (section-2.4),
- the preparation of the new International Journal of Social Quality (section-5.3),
- approaches of funds (section-6.1)

This project collaboration is especially important to enhance cooperation between European and Asian/Australian scientists thanks to the global orientation of the ISS. This is explained in the report for the new rector of the ISS.⁹ In order to steer this work the so-called ISS/EFSQ-group organized six meetings in 2009 and seven in 2010. The EFSQ published extensive notes of these meetings.¹⁰

1.4 New initiatives on the level of communication

1.4.1 Working papers

A start was made in 2008 with the publication of working papers on our website in order to present studies about actual themes related with the EFSQ's work. These working papers may function as background information for the new journal (see below) and books and for people who are interested in the EFSQ's work.

1.4.2 The International Journal of Social Quality

From the beginning of 2009 important steps were made to prepare the new International Journal of Social Quality (IJSQ) by the Zhejiang University in China (and later in connection with members of the ACSQ) and the EFSQ (in collaboration with the ISS). It will be the successor of the European Journal of Social Quality.¹¹ In the beginning of 2010 the authorities of the Zhejiang University and the board of the EFSQ signed an extensive Memorandum of Understanding.¹² Berghahn Journals, based in New York and Oxford, will bring this new journal on the market in 2011 (see section-5.3). The contract was prepared in 2009 and signed in 2010.¹³

1.4.3 A European and Asian/Australian newsletter

⁶ L.J.G. van der Maesen (2010) *Points for discussion on behalf of the report for the ISS's Innovation Fund about the work done during 2008 and 2009* (The Hague: EFSQ, January). This report has been discussed with the new rector of the ISS, prof. dr Leo de Haan.

⁷ R. Kurian (2010) *ISS Innovation Fund Project: Migration, Human Security and Social Quality* (The Hague: ISS, March).

⁸ L.J.G. van der Maesen (2010) *Strategic Plan on behalf of the Second Stage ISS/EFSQ-collaboration in 2010 and 2011 and possibilities for a proposal to the ISS Innovation Fund* (The Hague : EFSQ, April).

⁹ L.J.G. van der Maesen (2010) *Information for the rector of the ISS to elaborate the second stage project collaboration with the EFSQ* (The Hague: EFSQ, July).

¹⁰ L.J.G. van der Maesen, H. Verkleij: (i) Notes 15^e meeting ISSS/EFSQ-group, 5th February 2009, (ii) Notes 16^e meeting ISS/EFSQ-group, 16th April 2009, (iii) Notes 17th meeting ISS/EFSQ-group, 18th June 2009, (iv) Notes 18th meeting ISS/EFSQ-group, 1st September 2009, (v) Notes 19th meeting ISS/EFSQ-group, 14th October 2009, (vi) Notes 20th meeting ISS/EFSQ-group, 16th November 2009, (vii) Notes of the 21st meeting ISS/EFSQ-group, 12th January 2010, (viii) Notes of the 22nd meeting ISS/EFSQ-group, 9th February 2010, (ix) Notes of the 23rd meeting of ISS/EFSQ-group, 24th March 2010, (x) Notes of the 24th meeting ISS/EFSQ-group, 22nd April 2010, (xi) Notes of the 25th meeting ISS/EFSQ-group, 22nd June 2010, (xii) Notes of the 26th meeting ISS/EFSQ-group, 26th August 2010, (xiii) Notes of the 27th meeting ISS/EFSQ-group, 7th September 2010.

¹¹ The European Journal of Social Quality published six volumes and twelve issues between 1999 and 2006 (www.socialquality.org and www.Berghahnbooks.com). The initiative was taken by Kingston University in London.

¹² Board EFSQ and College of Public Administration Zhejiang University (2010) *Memorandum of Understanding concerning the International Journal of Social Quality* (The Hague/Hangzhou). The editorial board consist of: Ka Lin, Dan Mao, Laurent J.G. van der Maesen, Des Gaspar. Alan Walker is chair of the Advisory Board.

¹³ Berghahn Books, Zhejiang University, EFSQ (2010) *Publishing contract International Journal of Social Quality* (New York).

In 2010 the initiative is made to start the publication of a shared newsletter by the EFSQ and the ACSQ. The EFSQ's ninth newsletter (section-5.1) is its final one. Especially the Korean team of social quality will be responsible for the Asian/Australian part. The first issue will be published in the beginning of 2011.¹⁴

2. The EFSQ's theoretical work

In 2009 and 2010 in a general sense most theoretical work on social quality was carried out in Europe and most methodological work in Asia and Australia. In both years discussions took place to complete the EFSQ's third main book as a marker for new debates on social quality. The outcomes of this work can be applied in Asian and Australian debates as well. Furthermore a start has been made to confront the preliminary outcomes constructively with at least five new themes (see Introduction) which are discussed globally. These confrontations may further elaborate the nature of the social quality approach.

2.1 The EFSQ's third book

In 2009 the final drafts of the ontological and epistemological oriented chapters - see working paper series nr. 4 on 2007 and 2008 - of the forthcoming third main book of the EFSQ are completed with support by the University of Sheffield, the University of Cork and a number of knowledge institutes connected with the Foundation in The Netherlands.¹⁵ This work was based on the research and specific studies made by participants of the 'European Network Social Quality Indicators' (ENIQ), associated with fourteen universities in the European Union. The first outcomes were published in the European Journal of Social Quality.¹⁶ It concerns a chapter on the social-philosophical assumptions (ontological), a chapter on the comparison with the four mainstream orientations or ground patterns in Western sciences (ontological/epistemological) and a chapter on the theoretical aspects of the social quality indicators (epistemological). With the help of these chapters the design of the social quality approach as published in 2001 is really enhanced.¹⁷ In 2010 the final drafts of the Introductory and Concluding chapters are produced by the EFSQ and the University of Sheffield. Furthermore the methodological and empirical oriented chapters are produced as well. Respectively they concern indicators of economic security (University of Bristol), social cohesion (University of Sheffield, European Centre for Welfare Studies), social inclusion (University of Sheffield) and social empowerment (University of Cork).¹⁸ As a result of negotiations in this year MacMillan in the United Kingdom decided to publish this third main book and the contract could be signed.¹⁹ The conceptual and methodological results of this work – see third book – prepared for the construction of the social quality architecture, see figure-1. In comparison to all mainstream approaches in for example the European Union or the USA all twelve concepts are conceptually related and based on the definition of 'the social'. Therefore, theorizing and applying this architecture cause a main difference with other approaches as quality of life or social capital etc.

¹⁴ EFSQ/ACSQ (2010) *Draft First Newsletter on the European and Asian/Asian Social Quality Work* (The Hague/Seoul: EFSQ/National Seoul University, December).

¹⁵ The chapters are produced by Wolfgang Beck, Laurent van der Maesen, Peter Herrmann and Alan Walker.

¹⁶ D. Gordon, L.J.G. van der Maesen, H. Verkleij (eds) (2005) *Indicators of Social Quality: Applications in Fourteen European Countries*, *European Journal of Social Quality*, 5 (1 & 2), 300 pages.

¹⁷ W.A. Beck, F. Thomése, L.J.G. van der Maesen, A.C. Walker (eds) (2001) *Social Quality: A Vision for Europe* (The Hague, London, Boston: Kluwer Law International), chapter XV11 and XV111.

¹⁸ The chapters are produced by Laurent van der Maesen, Dave Gordon, David Phillips, Yitzhak Berman, Alan Walker and Carol Walker and Peter Herrmann.

¹⁹ Palgrave Macmillan, EFSQ (2010) *Agreement with editors Alan C. Walker and Laurent J.G. van der Maesen about: Social Quality: Theory and Practice* (Hampshire: Macmillan Publishers Ltd).

Figure-1: The social quality's architecture²⁰

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
profiles for the qualification of their nature and changes	indicators for exploring outcomes of policies, trends and changes	criteria for judging the outcomes of the linking of constitutional and conditional factors

2.2 A contribution to the fourth Asian conference on social quality

The fourth Asian conference on social quality in December 2009, namely 'Social Development and Human Security: The Social Quality perspective and Asian Conditions' was organized by the National Institute of Development Administration (NIDA) in Thailand in collaboration with Chulalongkorn University, the Ministry of Social Development and Human Security and the King Prajadhipok's Institute.²¹ An introduction was given by the Secretary-General of the Association of Southeast Asian Nations (ASEAN-group of countries) who prioritized the search for new pathways, thus for alternatives of the neoliberal approaches. He was interested in the question what the human security and social quality approach could offer to develop alternatives?²²

2.2.1 The EFSQ's theoretical oriented contribution

From the side of the EFSQ three contributions were made to the conference in Bangkok. The first concerned the assistance for the elaboration of the purpose of the conference.²³ The second concerned a preliminary exploration of the similarities and differences of the social quality approach and the quality of life approaches, the human security discourses, the social development and human development approaches, the social capital studies, the capability theory, and social harmony. A draft of this comparison – inspired by the theoretical work thus far (see above) – was published in order to stimulate the scientific attention for this comparison.²⁴ It is a condition for the legitimation of the introduction of the social quality approach in Asia and Australia as well. The third contribution concerned a key-note lecture on the concept and practice of social development as operationalised in South East Asia and to introduce a discussion about how social quality might contribute to its achievement. There appear to be compromising avenues for exploration which compromise both scientific endeavour and practical policy-oriented work. Through its normative dimensions the social quality approach is culturally sensitive. It is not a policy prescription but a comprehensive framework intended to support policy thing and action across divided domains.²⁵

²⁰ L.J.G. van der Maesen et al, see note-2. Until now priority has been given to develop 'social quality indicators'. In order to understand the real significance of these indicators (and the difference with indicators of other approaches (see section-...) we should connect them with the exploration of profiles and criteria (see section-3.1)

²¹ NIDA (2009) *Social Development and Human Security: The Social Quality Perspective and Asia Conditions. International Conference, December 9-10* (Bangkok: NIDA, Chulalongkorn University, King Prajadhipok's Institute, November).

²² S. Pitsuwan (2009), Introduction for the Fourth Asian Conference on Social Development and Social Quality which took place in Bangkok (ASEAN, December)

²³ L.J.G. van der Maesen (2009) *Ideas concerning the composition of the fourth Asian Conference on Social Development and Social Quality to take place in Bangkok* (The Hague: EFSQ, September).

²⁴ L.J.G. van der Maesen, A.C. Walker, P. Herrmann, Ka Lin, Tetsuo Ogawa (2009) *Draft: A working paper on behalf of the Fourth Asian Conference on Social Development and Social Quality: from Social Development to Social Quality* (The Hague: EFSQ, November).

²⁵ A.C. Walker (2009) *Social Development and Social Quality: A Keynote Lecture for the Fourth Asian Conference on Social Development and Social Quality* (Sheffield: Sheffield University, December).

2.2.2 *The ACSQ's contribution: outcomes of surveys*

The most extensive contribution came from the side of seven Asian countries (regions) and Australia. Different universities presented the first outcomes of extensive surveys with which to apply the social quality indicators for analyzing societal trends in these countries. An important inspiration was derived from the Korean methodological explorations of these indicators. The Korean paper on this topic was awarded as the best contribution to the Third OECD World Forum on Statistics, Knowledge and Policy in October 2009. It delivered the most attractive contribution to discourses on questions of 'social progress'.²⁶ This stimulated further research especially concerning the theme of social cohesion in South Korea.²⁷ Thanks to this Asian work the question is of importance whether social quality indicators are 'measurement instruments' or 'analytical instruments' to explore outcomes of trends and policy interventions (section-3.1.2).

2.3 *The project group human security/social quality: a search for complementarity*²⁸

2.3.1 *'The human' and 'the social'; the previous work*

In 2007 a project group was established to compare the social quality and human security approaches and to look for their complementarity. This took place under the lead of the ISS and the EFSQ. It resulted from both first Asian conferences on social quality (Chiba 2006 and Taipei 2007). The human security discourses are prominent in certain Asian countries, notably in Japan, Thailand, and in the work of some United Nations agencies (UNESCO, UNDP, UN Secretariat) and national and international development NGOs. This work resulted into the project group's first expert meeting in September 2007. A main theoretical question of the project group related was the question of the 'human' and the 'social'. This is emphasized in the titles of the first papers of its participants. A repeated criticism of the human development approach has been that its picture of personhood is too simple and understates the formation and existence of persons as societal processes and relations. UNDP-sponsored human development writing conceives of 'human' mostly in an individualist way. Does the social quality approach provide an avenue for feasible enrichment of the human development (and thus human security) approach? Four participants contributed in 2008 to the '2008 Conference of the Human Development and Capability Association' held in Delhi, September 2008. A reflection on this contribution appeared in a working paper by the ISS and the Foundation on this topic, published at the end of 2008.²⁹ This delivered the starting points for the work in 2009.³⁰

2.3.2 *The second expert meeting in June 2009 about rights and sustainability*

Based on the outcome of the work done in the previous years, the project group organized a second expert meeting in The Hague for exploring its main object. It should be connected with studies about the heuristic meaning of the complementarity of the social quality approach and the human security discourses to analyze 'afresh' the main societal trends and its contradictions, the role of economics in daily circumstances, the working of institutions causing the financial and economic crises and the impact of the current crisis on policy areas (as gender relations, employment and social care, housing, education, socio-economic security systems, position of migrants, etc.). Will it be possible to publish book to demonstrate this heuristic significance by confronting this abstract notion with empirical realities?³¹ To answer this question a new study was published about the similarities and differences

²⁶ J. Yee, D. Chang (2009) *Social Quality as a Measure for Social Progress: A Paper for the Third OECD World Forum on Statistics, Knowledge and Policy* (Seoul: Seoul National University, October).

²⁷ J. Yee, D. Chang cs (2009) *Transparency, a Key Factor to Improve Social cohesion: A Review of the Korean Experience in the Context of Social Quality Research, Development and Society*, Vol. 38 (2).

²⁸ The members (connections) are: dr Laurent van der Maesen, prof Des Gasper, prof Jan Berting, dr Thandam Truong, prof Alan Walker, prof Tetsuo Ogawa, dr Ananta Giri, dr Geoff Wood, dr Manon Osseweijer, prof Raymond Apthorpe, prof Surichai Wun'Gaeo, dr Terry Jones, prof Yochi Mine.

²⁹ L.J.G. van der Maesen et al, see note-2. In this context it is relevant to mention the study by: D. Phillips (2006) *Quality of Life: Concept, Policy and Practice* (London, New York: Routledge). In this study he also discusses the heuristic meaning of the social quality approach.

³⁰ D. Gasper, Th. Truong, L.J.G. van der Maesen, A.C. Walker (2008) *Human Security and Social Quality: Contrasts and Complementarities* (The Hague: ISS, November, working paper series 264).

³¹ L.J.G. van der Maesen (2009) *Proposals for the second expert-meeting on the elaboration of the Connection between Human Security Discourses and the Social Quality Approach* (The Hague: EFSQ, April).

between the human security discourses and the social quality approach.³² Furthermore a study was presented which analyzed the Western and the Asian interpretations of human rights.³³ A third contribution tried to elaborate the idea of sustainability in order to understand better the questions raised in the proposals for the meeting, as well as to connect this idea with sustainable urban development.³⁴ Finally a comment was written on the distinction between the 'human' and the 'social' (see outcomes first expert meeting) by connecting it with interpretations on the distinction between individuality and collectivity.³⁵

The second expert meeting covered a manifold of ontological and epistemological questions. Therefore one of the participants concluded the discussion did not really address the role of social movements and the consequences for societies. Human rights, human development and human security are targets for people in specific circumstances (contextual based). What can we learn from practices? And this refers to another, the not discussed difference between Western countries and many Asian countries. Most of European people enjoy freedom of speech and actions. They can create lawful organizations to cope independent from political parties, companies, bureaucratic institutions. This essentially differs from many Asian practices. It was concluded to start with papers, more extensive working papers and articles to explore more precisely aspects of the main theme of this expert-meeting. Concluded is that the question of the complementarity of both approaches should be made productive to understand overall sustainability on earth.³⁶

2.3.3 *The third expert meeting: extension of the comparative work*

Naturally the results of the second meeting served as a basis for the preparation of the third expert meeting, held in Bangkok after the Asian Conference on social quality, December 2009. As well for this meeting the organizers of the conference prepared and offered the facilities for this third meeting. The welcome remarks at the conference by the Vice President of the Chulalongkorn University were important for this meeting as well. According to her, "the framework of social quality is very crucial now that many countries in the world have been affected by the global economic downturn. This phenomenon addresses an important question about development path. (.....) Thailand recognizes that economic growth does not necessarily lead to social well-being, so there has been a shift in the development paradigm since the 8th national Economic and Social Development Plan (....) At the moment, Office of the National Economic and Social Development Board of Thailand is in the process of drafting our 11th national development plan. In the concept paper, there is a section on 'social architecture' that places an emphasis on this very concept of 'social quality'".³⁷

With this in mind a book proposal was discussed to present the outcomes of the Delhi contribution in 2008 (on the human and the social) and the comparisons of the social quality and human security discourses with other approaches and how to apply these outcomes for explorations of social movements and the consequences for societies (see outcomes second meeting).³⁸ New papers were produced for this third meeting.³⁹ It was concluded on the basis of these papers and the results of the

³² D. Gasper (2009) *The Human and the Social: a comparative framework and an initial systematised comparison of the discourses of Human Development, Human Security and Social Quality: a Paper for the second meeting of the project group Social Quality and Human Security discourses* (The Hague :ISS, May)

³³ T. Ogawa (2009) *Human Rights: Values, Norms and Developing States' Contention against Humanitarian Intervention: Beyond an Institutional Accommodation: a Paper for the second meeting of the project group Human Security Discourses and Social Quality* (Chiba: Chiba University, May).

³⁴ L.J.G. van der Maesen (2009) *A Paper on behalf of the second expert-meeting of the project group Human Security and Social Quality: Social Quality, Human Security, Sustainability and Sustainable Urban Development* (The Hague: EFSQ).

³⁵ J. Berting (2009) *A comment on the working paper concerning the complementarity of the social quality approach and human security discourses* (Advisor EFSQ, May).

³⁶ L.J.G. van der Maesen (2009) *Impressions of the second expert-meeting of the project group Human Security and Social Quality* (The Hague: EFSQ, July).

³⁷ M.R. Kalaya Tingsabadh, (2009) *Welcome Remarks at the International Conference on Social Development, Human Security and Social Quality: the Social Quality Perspective and Asian Conditions* (Bangkok: Chulalongkorn University, December).

³⁸ D. Gasper, L.J.G. van der Maesen (2009) *proposal for the agenda of the third expert meeting of the project group Human Security and Social Quality: the plan for the production of a book* (The Hague: ISS/EFSQ, December). See furthermore the book series on comparative studies published by Europäischer Hochschulverlag in Bremen under editorship of Peter Herrmann.

³⁹ Except the revised paper by D. Gasper (note-32), the keynote lecture by A.C. Walker (note-25) and the working paper by L.J.G. van der Maesen et al (note-24) the other papers are: (i) Y. Mine (2009) *Human Security: A Conceptual Exploration* (Osaka: Osaka University), (ii) T. Jones (2009) *Review Paper: Key parameters for integration Human Development based programming approach in UNDP*, (iii) A. K. Giri (2009) *Rethinking the Human and the Social: Towards a Multiverse of Transformations* (Madras: Madras University), (iv) R. Apthorpe (2009) *Draft: Comments on the Social Quality Approach and the Asian methodological work on social quality indicators* (Canberra: Australian National University).

fourth Asian conference on social quality that the project group human security/social quality should elaborate ideas about the functionality of the proposed book concerning the possibilities to start debates with the UNDP as well as ESCAP and other international organisations. The ambitions are to contribute to a change of the traditional conceptual and methodological framework for better grasping the recent societal questions. This implies a far-reaching understanding of the European and recent Asian discussions on the nature and applicability of the **social quality indicators** in comparison to existing indicators referring to or connected with the social development (ESCAP), human development (UN), human security (Japan, Thailand), quality-of-life (European Union), social capital (World Bank) and social harmony (China) approaches. The outcomes should be related with the global debate (or comments) on the nature and role of GDP-indicators and the proposed alternatives also referring to the capability theory by A. Sen and M. Nussbaum. It is necessary to produce a basic working paper on the comparison of different approaches to elaborate these ambitions. These decisions have been presented in extensive notes, published in June 2010.⁴⁰ The challenge is to answer the question if the human security/social quality complementarity has something essential to offer for the question of sustainable human existence.

2.4 Explorations for theorizing sustainability

Inspired by the activities and outcomes of the project group human security/social quality the board of the EFSQ discussed the possibilities for the construction of a think tank or study group sustainability in collaboration with the ISS. This debate was a logical consequence of the work carried out by the project group (see section-2.3) and discussed in some of the project group's papers. It was taken into account that, to add to its legitimation, the social quality approach should be able to meet the challenge of attaining global sustainability. Especially the Asian and Australian influences and the huge investments from the side of the European Union and European Commission strongly demand the EFSQ to address this theme.

2.4.1 The plan for a study group or think tank

It is argued in the project group human security/social quality that overall sustainability should, one way or the other, be a specific result of the integration of at least four aspects: the economic, the socio-political (which differs from the undefined 'social aspect' as a popular expression within UN circles), the cultural (cognitively/emotionally determined attitudes) and the environmental. This integration should be realized using an adequate meta-theory conceptual framework and prepare for the development and use of adequate indicators of sustainability.

As a result of the application of the same meta-theoretical orientation in these aspects or policy areas, this integration may be realized, because the 'problematique' of each aspect (ontological as well as epistemological) will be articulated from this common and all compassing orientation, see following figure.⁴¹ This concerns the condition for an interdisciplinary approach as well. It avoids a connection of four parcelled aspects of human existence, analyzed from different theoretical perspectives (paradigms), defining the respective subject matters, methodologies and methods in a fundamentally separated way.⁴² A real theoretical integration implies such a meta-theoretical point of orientation. The current candidate (= hypothesis) 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.⁴³ At the end of 2009 preliminary discussions started within the ISS as well as with environmental experts of the University of Utrecht in The Netherlands.⁴⁴

⁴⁰ L.J.G. van der Maesen, H. Verkleij (2010) *Impressions of the third expert meeting of the project group Human Security and Social Quality, held in Bangkok, December 2009* (The Hague: EFSQ, June). It was decided at the second expert meeting to start publishing related articles as well. In 2011 a number of articles related with the project group will be prepared for the new International Journal of Social Quality. (See section 5.3)

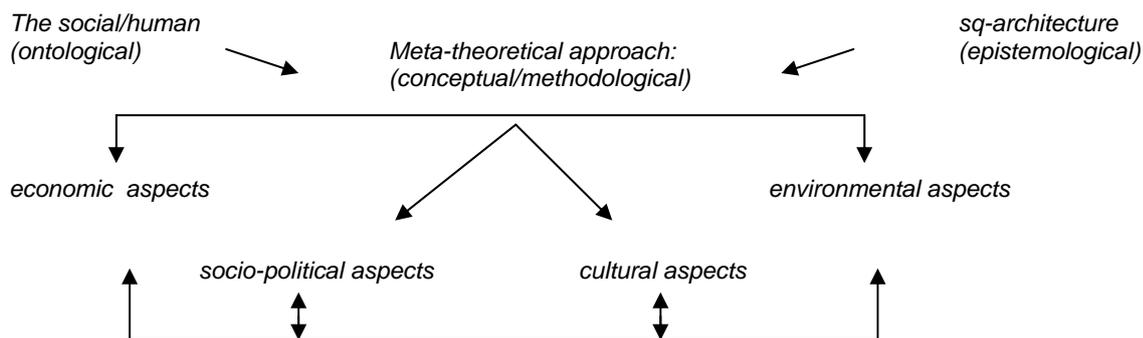
⁴¹ L.J.G. van der Maesen, see note-34.

⁴² L.J.G. van der Maesen et al, see note-2.

⁴³ See for the need for extending/deepening the human security orientation: Y. Mine, note-41.

⁴⁴ L.J.G. van der Maesen (2009) *An Advise to the Department of Physical-Geography of the University of Utrecht* (The Hague: EFSQ, November).

Figure-2: Integration of the four aspects of sustainability



2.4.2 The first meeting of the study group in August 2010

In 2010 discussions took place with Dutch high-level recognized experts in each of the four aspects of sustainability (see above). Thanks to the ISS connections, the EFSQ could start with a candidate 'study-director' to compose the study group and to articulate its main purposes and its operational plan.⁴⁵ In August 2010 a first meeting was organized with some experts willing to support the development of the idea. Other potential members were proposed at this first meeting. A preliminary plan was drawn up to realize its main objective, namely to present a manifest drawing attention to a new approach of overall sustainability (see figure-2) at the ('Earth Summit') Rio+20 Conference in 2012 and to illustrate its significance by confronting some essential cases with regard to sustainability. Furthermore, the study group should formulate an answer to the questions left open by the Stiglitz-Sen-Fitoussi Commission on the supposed relationship between going beyond GDP, the quality of life and sustainability.⁴⁶ A principal issue for the study group is what the differences are between social quality indicators and the indicators proposed by the commission to measure social progress (in the Commission's terminology) in sustainable conditions. It was decided that the study group in statu nascendi should publish a number of articles in the forthcoming International Journal of Social Quality and other journals as well.⁴⁷

2.4.3 The formation of the study group and the study group's second meeting

Based on the outcomes of the first meeting the initiators went ahead to try and find other highly qualified Dutch experts to join the study group. At the end of 2010 the study group was nearly completed.⁴⁸ A second meeting took place in November 2010. A draft operational plan was proposed at this meeting.⁴⁹ In a general sense the central question is what the conditions should be in the near future and later for a sustainable existence of 9 billion people on earth in terms of physical aspects (and constraints) and economic, cultural and socio-political aspects. It is hypothesized that the Stiglitz

⁴⁵ It concerns dr Jos van Renswoude, former professor of biochemistry at the University of Amsterdam and former Director of Studies of the Inter Academy Council (IAC).

⁴⁶ This relationship is in fact not elaborated, see: J. E. Stiglitz, A. Sen, J-P Fitoussi (2009) *On the Measurement of Economic Performance and Social Progress* (www.stiglitz-sen-fitoussi.fr) and: J. E. Stiglitz, A. Sen, J-P. Fitoussi (2010) *The Measurement of Economic Performance and Social Progress Revisited* (www.stiglitz-sen-fitoussi.fr)

⁴⁷ L.J.G. van der Maesen, H. Verkleij, J. van Renswoude (2010) *Impressions of the first meeting of the Think-tank Sustainability* (The Hague: EFSQ, August).

⁴⁸ Members are: dr Laurent van der Maesen (director of the EFSQ), dr Jos van Renswoude (study-director and former director of studies of the InterAcademy Council), prof. Herman Wijffels (former chairman of the SER and currently member Centre of the Earth and Sustainability, University of Utrecht), prof. Hans Opschoor (former rector of ISS), prof. Frans Saris (former director of ECN and former dean of the faculty of natural sciences of the University of Leiden), drs Jaap Westbroek (former director of the Esloo-schools in The Hague), prof. Klaas van Egmond (director Centre for the Earth and Sustainability, University of Utrecht), prof. Jacqueline Cramer (former minister Environment, Centre of the Earth and Sustainability, University of Utrecht), dr Arjan de Haan (senior lecturer at the ISS), prof. Teun Jaspers (Department Social Security, University of Utrecht), prof. Gail Whiteman (Rotterdam School of Management of the Erasmus University Rotterdam), drs Jules Kortenhorst (CEO of the European Climate Foundation)

⁴⁹ J. van Renswoude (2010) *The Operational Plan for the Study Group Sustainability* (The Hague: EFSQ, October).

Commission – by implicitly accepting the classical economic paradigm and by referring to the individualistic quality of life approaches – will not be enabled to answer this central issue. The new point of departure – see the outcomes of the complementarity of the human security and social quality discourses (section-2.4) – may present a new perspective to be presented at the Rio+20 Conference in 2012. One of the members of the study group recently published a study about the societal (and cultural) background issues of sustainability related with urban circumstances which should be sustainable as well.⁵⁰ Concluded is that the environmental and climate crises are interrelated with the financial and societal crises. The challenge is to recognize the similarities and differences between the study group's report, the report by the Stiglitz Commission and the outcomes of the studies on the complementarity of the social quality and human security discourses.⁵¹ It is further hypothesized that the development and application of social quality indicators may open a new perspective on the interrelatedness of the four aspects of sustainability given their close links to profiles and criteria as assumed in the social quality architecture (figure-1).

The proposed conceptual framework should, if it is to contribute to 'the development toward sustainability' be iteratively tested against practical cases of non-sustainable development, such as land degradation, deforestation loss of biodiversity⁵², fish stock depletion, accumulation of plastic debris in the oceans⁵³, pollution of the atmosphere, climate change etc. and examples of sustainable development, like reforestation, wildlife protection, resource recycling etc. Maybe one of the most attractive cases to test the new sustainability framework against is **urban development**. After all, it is estimated that by 2050 some 80% of the world population will be living in cities. Nowadays cities, even the ones claimed to be very active in fostering sustainability, still draw on a large resource 'hinterland'.⁵⁴

2.5 Sustainable urban development, sustainable welfare societies and democracy

As said in the section's introduction, in the past years new investments have been made to confront the social quality approach with important themes to enhance the nature of this approach. In the previous subsections we discussed two of them, namely the sustainability and the human security discourses. In this subsection we will refer to three following ones.

2.5.1 Explorations for theorizing sustainable urban development

As explained in the introduction of section-2 the context of the EFSQ changed recently. In the past decade the attention was dedicated to different policy areas as such: employment, public health, security systems etc. Since 2005 a start was made to approach the overall theme of urban circumstances - thus the whole complexity of all policy areas - to confront the social quality approach also with other important themes. It was an outcome of the in-depth investments in urban processes of the urban quarter of Laak North of the Dutch city of The Hague as will be explained in subsequent sections on the methodological and the empirical work. Since in the near future more than 80% of people on earth will live in the urban context advocates of the social quality approach should ask themselves what this approach may offer to urban processes, which should aim to pave the way for sustainable relationships. Argued is that therefore we have to know what the approach can contribute to overall sustainability issues to understand the significance of sustainable urban development. Usually the interpretation of the adjective 'sustainable' of 'sustainable urban development' is disconnected from the noun 'sustainability', referring to the overall sustainability. This investment is supported by the ISS. The first theoretical outcomes have been published in working paper series nr. 2. This should result into a final demonstration project as discussed in section-4 (below). In this

⁵⁰ H. Opschoor (2010) *Local Sustainable Development and Carbon-Neutrality in Cities in Developing and Emerging Countries: A Paper on behalf of the second Xiamen International Forum on Urban Environment: CAS Institute of Urban Environment, Xiamen, 11-13 December* (The Hague: Advisory Board IUE).

⁵¹ K. van Egmond (2010) *Een vorm van Beschaving (Civilisation Issues)* (Zeist: Christoffor). A translation of this study into English is forthcoming.

⁵² L. van der Maesen (2010) *Information on the Forest Stewardship Council International: a Short Paper on behalf of the Think-tank Sustainability* (Utrecht: University of Utrecht).

⁵³ Meetings took place in 2010 to develop collaboration with the new Dutch Plastic Soup Foundation for attacking the plastic debris in the oceans.: FFACT (2010) proposal for approaching the plastic soup in the oceans.

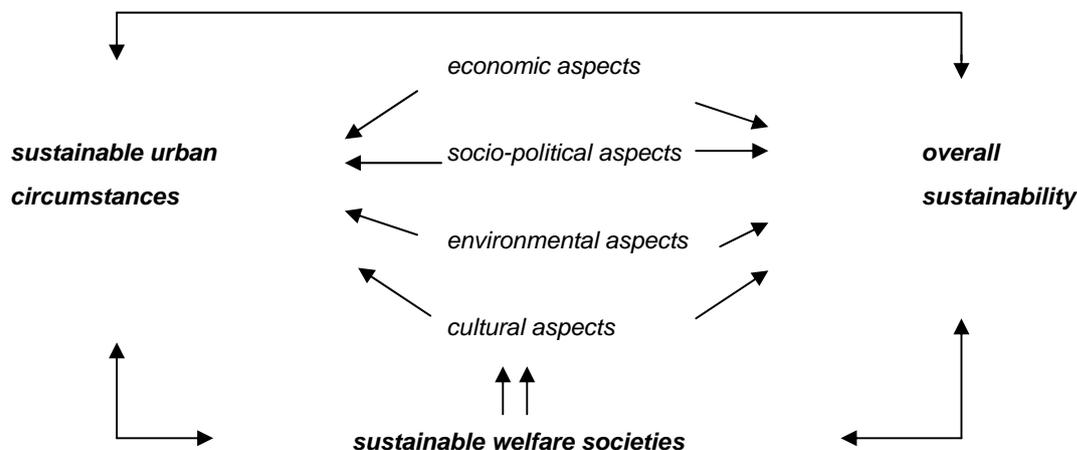
⁵⁴ L.J.G. van der Maesen, H. Verkleij, J. van Renswoude (2010) *Impressions of the second meeting of the Think-tank Sustainability* (The Hague: EFSQ, December).

working paper a distinction is made between the (i) Agora (context of daily life of citizens), (ii) the Oikos (the world of organisations and systems), the Politeia (the world of the political-administrative system) and (iv) the Academia (the world of knowledge institutes).⁵⁵ In figure-6 (see below) this distinction will be connected with a distinction between different aspects of the urban methodological framework.

2.5.2 Sustainable welfare societies and global social policy

The theme of overall sustainability and the theme of sustainable urban development should be interconnected and related to a third theme, namely 'sustainable welfare societies' as an important intermediary of both other themes. This has already discussed at the first Asian conference on social quality in Japan⁵⁶ and later – thanks to this - in the project group human security/social quality.⁵⁷ The four aspects of overall sustainability (figure-2) are relevant for understanding processes in urban circumstances which should be addressed by actors of sustainable welfare societies.

Figure 3: The relationship between three themes and four aspects



From this form of reasoning follows, *eo ipso*, that urban space processes should be analysed in order to really understand processes concerning both other themes and vice versa, because they have a reciprocal relationship. This topic is expressively discussed in the context of the European Commission.⁵⁸ And it refers to the main comment that these themes are currently disconnected and approached in a highly fragmented way. To approach of 'reciprocal relatedness' one unequivocal conceptual framework with a related methodological framework is logically spoken a *conditio sine qua non*. Hypothesized is, that the sq-framework is appropriate for analysing the interrelationships of the three themes for reasons, given in the previous sub-section. Indicators as well as profiles and criteria will play an important role (figure-1). Preparatory studies have already been made to start the debate on sustainable welfare societies from a social quality perspective⁵⁹ and about the interconnectedness of the three themes.⁶⁰

As an answer to Asian invitations and to deliver background considerations for reflecting upon the nature of global social policies related to this interconnectedness, a study was published in 2009 to

⁵⁵ L.J.G. van der Maesen (2009) *The Experimental Urban Space of Laak Noord of the City of The Hague of the Dutch Delta Metropolis: An adequate international frame of reference?* (The Hague: EFSQ, June, **working paper series nr.2**, www.socialquality.org).

⁵⁶ L.J.G. van der Maesen et al, see note-2

⁵⁷ L.J.G. van der Maesen, see note-34.

⁵⁸ J-M Baer et al (2009) *People, the Economy and our Planet. Sustainable Development Insights from Socio-Economic Sciences and Humanities* (Luxembourg: Publications Office of the European Union).

⁵⁹ Outcomes will be published in the first issue of the forthcoming International Journal of Social Quality: an article by A.C. Walker and an article by Y. Hiroi, 2011.

⁶⁰ Outcomes will be published in the second issue of the forthcoming International Journal of Social Quality: an article by L.J.G. van der Maesen, 2011.

apply the theoretical work on social quality thus far to questions of these global social policies.⁶¹ The work carried out on behalf of the EFSQ's third book functioned as an inspiration for this study. One of the aims is to prevent the historical and social relativism as a possible trap. Economic relationships and societal processes should be measured against the production and reproduction of life as a general socio-economic process. Another aim concerns the terminology. Of course, there is the need to link to existing concepts and with this to use certain terms as social policy, welfare state, welfare security, socio-economic rights etc. At the same time, however, it is necessary to radically overcome the conceptual limitations that are inherent to traditional mainstream thinking. This is underlined in this study by referring to European debates on the welfare states. The implicit trap is that the state is the only real provider for welfare provisions in order to guarantee the dignity of human existence. But the effect is that a manifold of actors, delivering provisions as well, are ignored, theoretically and often also practically. This ignorance prevents an analysis of what really takes place in the activities of families, by NGOs, by citizens' networks and it implicitly legitimizes the supposition of the state as the most important phenomenon in societies. In China, comparative work on social quality and social harmony highlights this theme.⁶²

2.5.3 Social quality and democracy in Thailand

In November 2010 a conference on "Social Quality and the Quality of Thai Democracy" was organised by King Prajadhipok Institute in Bangkok the UN conference hall of this city. It was co-organized by the Ministry of Social Development and Human Security of Thailand, the National Institute of Development Administration, Chulalongkorn University, Office of the National Economic and Social Development Board and the Thai Health Promotion Foundation, as well as the Asian Consortium for Social Quality (ACSQ).⁶³ The conference explored relations between social quality and democracy, exchanged knowledge and comparative perspectives about relevant issues, and also provided suggestions on creating sustainable peace in Thailand. In the key-note lecture by the EFSQ three perspectives are presented. Firstly the social quality as a tool of democracy. Secondly, social quality as an instrument for analysing aspects of trends in societies (referring to the four conditional factors). Thirdly, social quality as a condition for empowered participatory governance. Since 'democracy' needs to be democratized in various ways, the social quality approach is a useful tool to assist this process.⁶⁴ It is a first opening for the theoretical oriented debate on this topic.

3. The Foundation's methodological work

3.1. Social quality indicators

In Europe and especially in different Asian countries and Australia huge investments have been made in 2009 and 2010 to elaborate social quality indicators and – in the Asian/Australian cases – to apply them in surveys. This will give a strong impetus to the social quality work and its comparison with other approaches. The interesting question is are these quantitative oriented 'measurement instruments' or something else? With regard to the European work this topic is discussed at different places. A study is made to reflect on the outcomes of European work (section-3.1.2) and recently this topic increased in importance due to the proposals to go beyond GDP-indicators for understanding the nature of 'social progress' (section-3.1.4). Furthermore, the topic plays a new role in the EFSQ's demonstration project (section-3.2.3).

3.1.1 Contribution to the Asian/Australian work on social quality indicators

In 2008 a start has been made for European contributions to the Asian/Australian research on social quality indicators. It referred to the European work between 2001 and 2006 and to the extensive presentation of this work in a double issue of the European Journal of Social Quality,⁶⁵ namely from

⁶¹ P. Herrmann (2009) *Social Quality – Looking for a Global Social Policy: Attempting and Approximation to the Analysis of Distances of Social Systems* (Bremen: Europaischer Hochschul Verlag)

⁶² Chack-Kie Wong (2009) Comparing Social Quality and Social Harmony from a Governance Perspective, *Development and Society*, Vol. 38 (2). Furthermore: Ch-M R. Chau, W-K S Yu (2009) Social Quality and the Social Harmony Campaign in Hong Kong, *Development and Society*, Vol. 38 (2).

⁶³ King Prajadhipok's Institute (2010) *KPI: Social Quality and Quality of Thai Democracy* (<http://www.kpi.ac.th>).

⁶⁴ A.C. Walker (2010) *Social Quality and Quality of Democracy* (Sheffield: University of Sheffield, November).

⁶⁵ D. Gordon et al, see note-16.

the University of Sheffield⁶⁶ and the University of Cork.⁶⁷ In March 2009 the EFSQ contributed to a workshop of the Korean Institute for Social Development and Policy Research of Seoul National University. The main purpose was to design a standard questionnaire referring to social quality indicators to be applied in surveys in different countries in Asia and Australia. The input was based on the keynote lecture for the third Asian Conference on Social Quality in Nanjing in 2008.⁶⁸ Both inputs stimulated a study from the National Taiwan University on this topic.⁶⁹ Other investments followed.⁷⁰

3.1.2 *A working-paper on social quality indicators based on European experiences*

Inspired by the Asian/Australian work and in order to develop more consistent background-information on behalf of the EFSQ's third main book (section-2.1) a working paper has been produced to reflect upon the European outcomes of the construction of social quality indicators.⁷¹ It is based on the results of fourteen national reports produced under the lead of the 'European network Social quality Indicators'.⁷² It tries to answer the issues about the (i) adequacy of these indicators, (ii) their coherence, (iii) their appropriateness, and (iv) the availability of data to use these indicators. These questions are also strongly related with an essential characteristic of the social quality approach, namely the reciprocity of deductive and inductive forms of reasoning. In other words, they refer to the essence of the methodologies and methods for elaborating this approach as clarified in the forthcoming EFSQ's third main book. Just because these questions concern the first application of social quality indicators in Europe, this reflection is especially focused on the heuristic meaning of these indicators. It is not focused on conclusions about the reality of daily circumstances in the fourteen European countries. For example – thanks to this reflection – it was concluded that some indicators do not discriminate sufficiently between aspects of the four conditional factors respectively (adequacy issues). That in other case indicators overlap each other (coherency issues). This theme has already been eloquently discussed on the basis of empirical research.⁷³ Furthermore, sometimes indicators are not completely functional to recognize differences between countries or regions (appropriateness issues). Finally, that the heuristic meaning of an indicator to analyse daily circumstances (with regard to a sub domain of a conditional factor) is high or very high, but that we cannot always find data for their assessment (data availability issues). This study may deliver points of departure for scholars in Asia and Australia who are elaborating and applying these indicators as well. As decided at the end of the fourth Asian conference on social quality, an Asian book will be produced to present the Asian experiences with the application of social quality indicators. The mentioned working paper and this forthcoming book will create the possibilities for a European and Asian/Australian comparison as well as for the globalization of the social quality indicators.

3.1.3 *Berlin conference on precarity in 2009: social quality indicators revisited*

At the end of March 2009 a keynote-lecture was presented at a Conference of the Free University of Berlin on precarity. It concerned the presentation of the social quality architecture (figure-1) as point of departure for methodologies to recognize the nature of precarity in European societies and their trends. In other words it concerned the heuristic meaning of the social quality approach for this topic.⁷⁴ It may be appreciated as a further elaboration of a working paper from 2008 about precarity and social

⁶⁶ D. Phillips, (2008) *Social Quality: Indicators from Europe and their implications for Asia. Paper presented at National Taiwan Workshop on Social Quality*, (Sheffield: University of Sheffield, April).

⁶⁷ P. Herrmann (2008) *Reflections on social quality indicators and the Asian perspective . A study about Taiwan* (Cork: University of Cork).

⁶⁸ A.C. Walker (2009) *The Social Quality Approach: Bridging Asia and Europe, Development and Society*, Vol. 38 (2).

⁶⁹ L-R. Wang (2009) *Asian Social quality Indicators: What is Unique?*, *Development and Society*, Vol. 38 (2).

⁷⁰ Thanks to the Korean workshop in 2009 the first outcomes of the surveys in Japan, Taiwan, mainland China, Hong Kong, Thailand, Korea and Australia could be discussed at the fourth Asian conference on social quality in December 2009 and further elaborated at the workshop of the Chiba University in Japan in March 2010. The purpose of this last workshop was to fill the gap between theory-led approaches and data-driven approaches.

⁷¹ L.J.G. van der Maesen (2009) *Reflections on the first set of Social Quality Indicators from the 'European Network Social Quality Indicators'* (The Hague :EFSQ, **working paper series nr. 3**, www.socialquality.org)

⁷² These reports are discussed in: D. Gordon et al, see note-16.

⁷³ M. Monnickendam, Y. Berman (2008) *An empirical analysis of the interrelationship between components of the social quality theoretical construct, Social Indicators Research*, Vol. 86 (3), 525-538.

⁷⁴ P. Herrmann (2009) *Rethinking Precarity in a Global and Historical Perspective: a Social Quality Perspective: A Paper on behalf of the Conference of the Free University of Berlin in March* (Cork: University of Cork, William Thompson Working Papers,9).

quality.⁷⁵ As argued at the conference and elaborated later (see below), the social quality perspective oriented on **the social** - to discuss precarity, social cohesion, social inclusion etc - is not about participating in something external and its accessibility for individuals but it is about the shaping of the own living conditions within a natural and historically given environment in interaction with others. Thus, in policy terms this perspective is neither orienting on policies of provisions nor aiming on simple self-activating policies. In other words, aim of social quality policies is not developing policies of mere support nor is it about supporting individuals in developing resources that can be utilised by them. It is about genuine relationality.

3.1.4 Social quality indicators and the GDP-indicators

The issues discussed at the Berlin conference has further been elaborated upon in a recent study.⁷⁶ Looking at indicators in this light and explained in this new study, the following five aspects are of special relevance and also mark the difference if compared especially with the quality of life approach. *First*, social quality indicators are more than measurement tools. Instead, they are tools to analyse trends of developments in this relationality. *Second*, with their help it is possible to figure out the effects of policy intervention – not least we are of course aware that power has these two dimensions: of societal, collective power to deal with resources and that of control of individuals and groups over each other, then being especially a matter of inequality. *Third*, indicators are analytical tools to analyse and understand the position of individuals and how they relate to their given environment and to others. *Fourth*, they are further of importance as means to explore the relationship between the different aggregate levels. This is not in the least centred on exploring the relationship between the local level, communities of immediate interaction and wider national and regional levels. Finally and perhaps most importantly, the *fifth* meaning of indicators is about being instrument of policy development. This is understood as developing instruments of and supporting interaction that are sustainable and appropriate. They are a matter of the relationship between and interaction of material, economic, socio-political, and cultural aspects.

This theme has been eloquently presented by the research centre of the municipality of Hangzhou (section-...). It is of interest to compare this point of departure with the current operationalisation of the theory of social quality for Australian circumstances and the understanding of the nature of social quality indicators by the social quality team of Flinders University.⁷⁷ Thanks to the Stiglitz et al Report the theme of adequate indicators for understanding social progress appeared high on the global agenda and is connected with the overall sustainability.⁷⁸ A start has been made with a study to compare their ideas with the actual state of affairs with the social quality indicators.⁷⁹

3.2 Methodological work concerning sustainable urban development

This subsection is an outcome of the combination of methodological work (see following subsections) and empirical work (see section-4). The one is constitutive for the other. The distinction made in this Report is for analytical reasons. The work carried out paves the way for a European demonstration project (see below).

⁷⁵ P. Herrmann, L.J.G. van der Maesen (2008) *Social Quality and Precarity: Approaching New Patterns of Societal (Dis-) Integration* (The Hague: EFSQ, **working paper series nr. 1**, www.socialquality.org).

⁷⁶ P. Herrmann, C. Dorrity (2010) Critic of Pure Individualism, in: P. Herrmann, C. Dorrity, *Social Professional Activity. The search for a Minimum Common Denominator in Difference* (New York: Nova), 13.f.

⁷⁷ S.B. Meyer, T.C.N. Luong, P. Ward, G. Tsourtos (2010) Operationalisation of the Theory of Social Quality: Analysis of the Reliability of an Instrument to Measure Social Quality, *Development and Society*, Vol. 29 (2), 327-356. The question is relevant how to fill the gap between theory-led approaches and data-driven approaches as discussed at the workshop in Japan, see note-70.

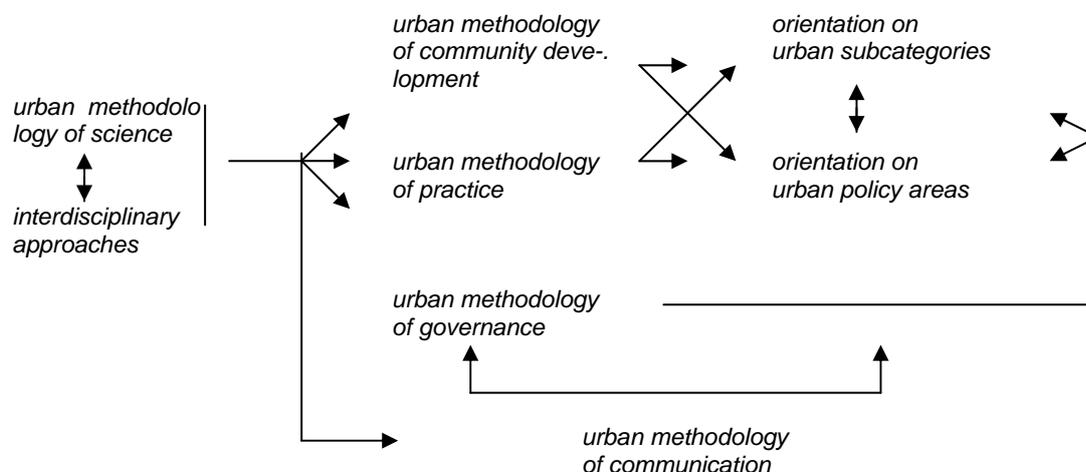
⁷⁸ J.E. Stiglitz et al, see note-46.

⁷⁹ P. Herrmann (2010) *Indicators: From Where, What Goal, Which Way?* (Cork: University of Cork, William Thompson Working Papers, 15). Further outcomes will be published in the second issue of the forthcoming International Journal of Social Quality: an article by P. Herrmann.

3.2.1 Exploring the urban methodological framework: the quarter of Laak North

As will be explained in section-4, thanks to the project-collaboration between the EFSQ and the ISS investments have been made for the orientation on the quarter Laak North of the Dutch City of The Hague as an 'urban demonstration project'. As mentioned earlier, on request by the ISS the EFSQ prepared and published its working paper series nr. 2⁸⁰ to start the debate on the exploration of the urban methodological framework on behalf of Laak North, referring to the social quality approach (section-2.5.1). The rationale for this search is elaborated by the conclusion of the Dutch Urban NICIS Institute, that consensus about such a framework is lacking all over Europe. Also lacking is an elaboration and, therefore, a consensus about 'sustainable urban development'. These conclusions are based on their European wide research on request by the French Government.⁸¹ Thanks to working paper nr. 2 a document on behalf of the municipality is prepared to start the discussion about sustainable urban development for going beyond the existing fragmentation within the political-administrative system.⁸² This document stimulated discussions inside the municipality and between the municipality with representatives of knowledge institutes in The Hague (section-3.2.3). It invited advocates of the social quality approach to elaborate preliminary ideas about aspects of the urban methodological framework to fill in the gap in Europe and for being productive in the urban context of The Hague. This resulted into the first draft of the working paper series nr. 6.⁸³ A distinction has been made in this paper between the original four layers of the urban methodological framework as illustrated in figure-4. In the EFSQ's paper for the Hangzhou Forum Conference (see section-4.11) and other input by participants of this Forum a fifth layer is added, namely the urban methodology of communication.⁸⁴ The ideas presented in this draft should play an important role in the current debate in the context of the municipality of The Hague, the EFSQ and the ISS about sustainable urban development (see below).

Figure-4: The five layers of an urban methodological framework



⁸⁰ L.J.G. van der Maesen, see note-55.

⁸¹ K. van Dijken, M. Grisel, W. Hafkamp (2008) *Levers of public action for the Development of Sustainable Cities: A European study on request by the French Government* (The Hague: NICIS, November).

⁸² H.G.J. Nijhuis, L.J.G. van der Maesen (2009) *A draft for a Methodological Framework to identify Responsibilities and Research Questions for Sustainable Neighbourhood and Urban Development and International Comparative Research and Cooperation* (The Hague: Municipality/EFSQ, December).

⁸³ L.J.G. van der Maesen (2010) *Justice, Migration and Sustainable Urban Development: The Case of Laak North, Neighbourhood of the City of The Hague* (The Hague: EFSQ, working paper series nr. 6, www.socialquality.org, September).

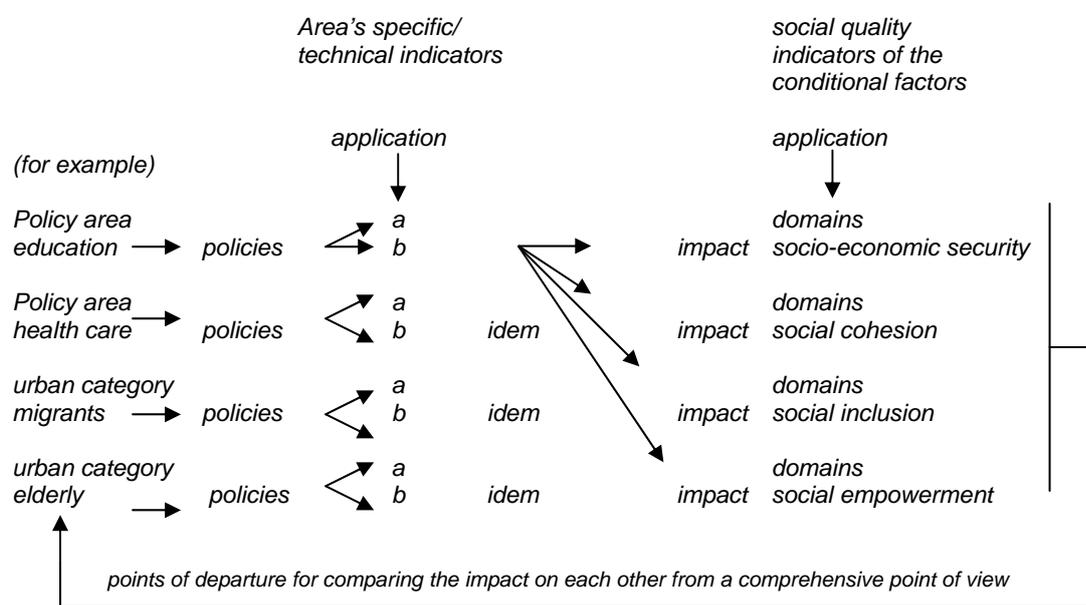
⁸⁴ L.J.G. van der Maesen (2010) *The Social Quality Approach as a new instrument for understanding Sustainable Urban Development in Europe, Asia and other Continents. A paper on behalf of the Hangzhou Forum on Life Quality and (Sustainable) Urban Development, 7-8 November 2010* (The Hague: EFSQ, December). See further: L.J.G. van der Maesen, see note-55 and note-83.

3.2.2 Social and Societal Index and social quality indicators: Rotterdam and The Hague

Not only the consensus (or lack of consensus) with regard to the urban methodological framework and the understanding of sustainable development is on the agenda within urban research. The nature and application of indicators to measure or register processes in the urban context is also highly important. An endeavour was made on request by the municipality of Rotterdam to use the social quality perspective for the construction of a 'social index' and related indicators. The question was to determine the nature of the social quality in the different urban quarters of this city.⁸⁵ But in the end this perspective did not really play a role. Notwithstanding this it is also an endeavour to use the social quality perspective in practice. Next to the social quality work in Laak North of the City of The Hague another endeavour was made in this city. Inspired by the Rotterdam attempt the orientation was directed on the construction of a 'societal index' by a department of its municipality to determine the nature of social quality. But also in this case 'social quality' functioned as a metaphor instead of a methodological concept.⁸⁶ Thanks to the work carried out on behalf of Laak North the Hacu-platform (section-3.2.4) discussed this approach in comparison to the social quality approach as illustrated in figure-4.

Constructing and applying 'area specific/technical oriented indicators' is important for analysing the outcomes of policies (with regard to elderly, or schools etc). However, analysing the outcomes of these policies for the nature of the conditional factors and for making a comparison of the outcomes of policies, respectively for health care and for education we need to make a new step. The specific indicators are a condition but not sufficient for comparing changes between policy areas due to the lack of a common denominator and they are not functional for understanding the change of the nature of the conditional factors.⁸⁷

Figure-5: the 'function' of social quality indicators



This figure - as an outcome of different workshops in The Hague in 2010 – illustrates that the social quality approach will add something to traditional practices of measuring and monitoring. It will be able to use the outcomes of the applied 'technical indicators' to explore the change of the four conditional

⁸⁵ Rigo Research and Advies (2008) *Social Index of Rotterdam: Development of Instruments and empirical Explorations* [in Dutch] (Rotterdam: RIGO).

⁸⁶ H. van Andel (2010) The position of The Hague compared to other Dutch Cities [in Dutch], *Signaal for Research and integration questions*, 9, (The Hague: Department of Education, Culture and Wellbeing).

⁸⁷ L.J.G. van der Maesen (2010) *A Paper for the Hacu about applied Indicators of the Municipality of The Hague and the Social Quality Indicators* (The Hague: EFSQ, June).

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 as urban categories). But there is a second interesting consequence. Thanks to this procedure we will 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 and 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 (figure-1).

3.2.3 *The start of a coalition of knowledge institutes (the Hacu) for supporting the Dutch demonstration project of Laak North*

In 2009 an important step was made to develop a coalition of knowledge institutes in and around the Dutch City of The Hague for supporting the 'sustainable urban development' of its quarter Laak North. The initiative for this coalition was taken by the EFSQ, the ISS, the municipality of The Hague⁸⁸ and the director 'development Laak North'.⁸⁹ It concerns a neighbourhood with a population from more than 50 different countries. According to research by the municipality thus far, the daily circumstances are not good compared to other neighbourhoods in this city. The argument is the decision by the municipality to choose Laak North as an urban demonstration project laboratory (section-4). The name became '**The Hacu**' (The Hague Academic Coalition for Sustainable Urban Development).⁹⁰ The aim is to orchestrate research by different knowledge institutes in such a way that they will contribute to a comprehensive approach of Laak North for transcending the existing fragmented approaches by these institutes, departments of the local political-administrative systems and non-public organisations. Furthermore, the aim is to explore the heuristic meaning of the social quality approach for this orchestration, elaborated in an urban methodological framework. Seven meetings took place in 2009 and 2010. From the side of the EFSQ on behalf of the meetings discussion papers were presented and extensive notes of the meetings are published as well.⁹¹ Research proposals were presented and discussed in the Hacu, by:

- the University of Leiden on new forms of local governance, important for exploring the urban methodology of new governance,⁹²
- the Hague High School on micro-economics, the role of urban systems and community participation important for exploring the urban methodology of community development and action,

⁸⁸ The main representative for this work is H.G.J. Nijhuis. Since 2004 he published on the significance of social quality for development processes in The Hague.

⁸⁹ The director is J.F. Westbroek, former director of a network of schools in The Hague. He functions as intermediary between actors in Laak North, the municipality and the EFSQ/ISS. With H.G.J. Nijhuis, L.J.G. van der Maesen, A. Clement he participates for some years in the so-called the **PAF-group**; an informal group for supporting the collaboration of a manifold of actors in The Hague for contributing to sustainable urban processes.

⁹⁰ Members are: dr L.J.G. van der Maesen (chair; EFSQ), dr H.G.J. Nijhuis (municipality), drs S.P.M. Vroonhof (municipality), drs J.F. Westbroek (director development LN), drs A. Clement (senior advisor), dr V.J.M. Smit (The Hague High School), dr T. Korver (The Hague High School), drs H.J.D.M. Santegoeds (The Hague High School), dr P. de Valk (ISS), dr J. Mooij (ISS), dr N. Tromp (University Delft), drs F. Heikamp (University Delft), drs E. Maan (HAC), dr K. van Dijken (NICIS), drs A. Wikamp (The Hague Process Migrants), drs J. Hamstra (APS), drs M. Ostaijen (University Rotterdam), drs R. Duiveman (University Leiden) . S. van Schuppen (researcher).

⁹¹ (1) L.J.G. van der Maesen (2009) *Strategy development Hacu* (The Hague: EFSQ, June), (2) L.J.G. van der Maesen (2009) *Notes of the first meeting of the Hacu* (The Hague: EFSQ, July), (3) L.J.G. van der Maesen (2009) *First ideas on the relationships between the Hacu and the proposed European Metropolitan Institute (EMI)* (The Hague: EFS, September), (4) L.J.G. van der Maesen (2009) *Notes of the second meeting of the Hacu* (The Hague: EFSQ, September), (5) L.J.G. van der Maesen (2009) *paper on behalf of the third meeting* (The Hague: EFSQ, October), (6) L.J.G. van der Maesen (2009) *Notes of the third meeting of the Hacu* (The Hague: EFSQ, October), (7) L.J.G. van der Maesen (2009) *Notes of the fourth meeting of the Hacu* (The Hague: EFSQ, November), (8) L.J.G. van der Maesen (2010) *Notes of the fifth meeting of the Hacu* (The Hague: EFSQ, March), (9) L.J.G. van der Maesen (2010) *Notes of the sixth meeting of the Hacu* (The Hague: EFSQ, June), (10) L.J.G. van der Maesen (2010) *Notes of the seventh meeting of the Hacu* (The Hague: EFSQ, June), (11) L.J.G. van der Maesen (2010) *An Overview of the outcomes of the 6th and 7th meeting and the new strategies* (The Hague: EFSQ, July).

⁹² This was not a proposal but an outcome of research, initiated by the participants of the so-called PAF-group, mentioned in note-89. It concerns: R. Duiveman, H. Wagenaar, H. Kruijer (2010) *A Study on suburban practices and policies of the City of The Hague [in Dutch]* (Leiden/The Hague: University of Leiden/Campus The Hague). This study resulted into the support for proposals to enhance the Hacu as instrument for the collaboration of different knowledge institutes, see section-3.2.4.

- the University of Rotterdam concerning approaches of societal conflicts,
- the University of Delft on the influence of the physical structures on attitudes,
- the municipality of The Hague on new forms of health and social care, important for exploring the urban methodology of practices,
- the Study Centre for Advising Schools as aspects of Neighborhoods,
- a private research institute concerning the exploration of processes in households and on the streets, as well important for the urban methodology of community development.

During the first stage of the Hacu the challenge was to relate proposed studies to actual processes in the quarter of Laak North. In other words which urban methodology of science is needed for this target? Furthermore a form of relationship between knowledge institutes in order to better collectively understand the outcomes of processes from a comprehensive point of view. How to go beyond the traditional fragmentation of research activities, of policy-making and of practices of public and non-public systems playing a role in the urban circumstances?⁹³

3.2.4 *The municipality's invitation to the EFSQ for analysing the significance of the Hacu*

Thanks to the collaboration with the municipality the Hacu's steering committee was enabled to discuss with representatives of the municipality the first outcomes of the Hacu's work.⁹⁴ Thanks to an extensive paper on the interpretation of the work carried out thus far (see documents mentioned in note-91) the municipality decided to invite the EFSQ for a research-project.⁹⁵ It will concern interviews with representatives of the Hacu partners, thus the different knowledge institutes in and around The Hague.⁹⁶ The purpose is to explore the significance of this academic coalition for really contributing to sustainable urban development and to start with the suburban area of Laak North. Which type of knowledge is necessary for community groups, non-public and public systems for contributing to sustainable urban development and which form of collaboration between knowledge institutes is most productive?⁹⁷ What can we learn from the first stage of the Hacu and which way to choose for going beyond the fragmented operations of these institutes, all other relevant systems and community groups? A steering group of high civil servants is constructed to lead this EFSQ's research-project. At its first meeting the participants from five departments of the municipality discussed the lack of consensus within the local political-administrative system concerning concepts used for policies with which to stimulate sustainable urban development. We may notice a Babel-like confusion of tongues, which prevents logical and coherent comprehensive approaches as the ultimo condition for sustainable urban development. The Hacu should create conditions for going beyond this situation. Implicitly a second purpose was focused on, namely to start a dialogue with help of the research-outcomes with representatives of five or more departments of the municipality to facilitate coherence for realizing a comprehensive approach of the city.⁹⁸ The past months of 2010 are used to prepare the interviews.

3.2.5 *Preparation of the contribution to the 15th global Metropolis Conference.*

The 15th global Metropolis Conference concerning 'Justice and Migration: Paradoxes of Belonging' on 4-8 October 2010 took place in the City of The Hague. The ISS/EFSQ-group was invited to contribute with a workshop on processes in the quarter of Laak North (section-4.1).⁹⁹ On behalf of its preparation the EFSQ tried to make a new step with the articulation of aspects of the urban methodological

⁹³ L.J.G. van der Maesen (2009) *An Exploration of the Central Question of the urban Sustainable Development of The Hague: A Discussion paper* (The Hague: EFSQ, November)

⁹⁴ This steering committee is the so-called PAF-group, mentioned in note-89.

⁹⁵ H.G.J. Nijhuis, L.J.G. van der Maesen (2010) *Paper for paving the way for a research with which to legitimate support by the municipality of The Hague to enhance the Hague Academic Coalition for Sustainable Urban Development (HACU)* (The Hague: EFSQ, July).

⁹⁶ L.J.G. van der Maesen (2010) *A paper on behalf of S. Vroonhof of the municipality of The Hague concerning the Operationalisation of the Research-project Hacu second stage* (The Hague: EFSQ, August).

⁹⁷ As said (note-92) an important support for this decision by the municipality was the study by R. Duiveman et al.

⁹⁸ L.J.G. van der Maesen (2010) *Notes of the first meeting of the Steering group on the research-project Hacu second stage* (The Hague: EFSQ, November).

⁹⁹ H.G.J. Nijhuis (2010) *Proposal to the Office of the Metropolis Conference (NHQ-Metropolis) and the ISS/EFSQ-group* (The Hague: Municipality, July).

framework. It published a draft of the working paper on this topic. Originally, a distinction was made between four aspects of the urban methodological framework. Thanks to the Hangzhou conference in November 2010 (section-4.10) a fifth is added, namely the 'urban methodology of communication'. These methodologies are applied to urban policy areas (health care, housing, education, protection systems etc) and urban categories (youth, elderly, migrants, women, handicapped people etc). Thanks to this we can go beyond the fragmented approach of for example education, housing, migrants or women. Reflections on and the elaboration of these methodologies are based on the principles of the social quality architecture (figure-1) immediately connecting questions about the position of migrants (conditional factors) and questions of justice and solidarity (normative factors). They imply an answer to the conclusion that consensus in Europe about an urban methodological framework is lacking.¹⁰⁰ The interrelations of these five layers of the urban methodological framework are illustrated in figure-6 (see below).

4. Empirical work and policy areas

In this section we present the work for realizing two applications, sent to the European Commission in the context of the Framework Program 7. They were not successful. However, the work carried out concerned serious exercises for insights in the interconnectedness of the five themes mentioned in the Introduction. Furthermore, these exercises paved the way to strengthen the work on behalf of the urban case of Laak North of the City of The Hague. In this way, the EFSQ could contribute to the start of a real new 'European urban demonstration project' in 2010 (section-4.4).

4.1 The quarter Laak North as a case for a social quality orientation

In the Annual Reports 2007 and 2008 an explanation is presented about the motives and nature of the social quality work on behalf of the quarter Laak North of the City of The Hague; a project to explore pathways to sustainable relationships.¹⁰¹ Referred is to the preparatory work since 2005. Early 2009 the municipality decided to choose this quarter as a specific case for urban development. In comparison to other quarters it is a rather deprived area with a high percentage of migrants from more than fifty countries. The actual inhabitants want to play a productive role in society but there are nearly no opportunities for them. This theme is also described in the newsletter by the director development of Laak North.¹⁰² The work carried out resulted into a formal document by the municipality for starting an official steering-group and for appointing a 'director development Laak North'. The purpose was also to get assistance by the national government.¹⁰³ Input from the side of the EFSQ is delivered for the operationalisation of the social quality approach to constitute the specific character of this demonstration project.¹⁰⁴ This also implied an interpretation of the role by the 'director of development Laak North'.¹⁰⁵ The urban methodology of communication is prioritised. A website was started (www.LaakNoord.nl) and communication has started with experts to develop the Laak North Newsletter for the internet communication.¹⁰⁶ Furthermore a second formal document was published

¹⁰⁰ K. van Dijken et al, note-81.

¹⁰¹ L.J.G. van der Maesen et al, note-2.

¹⁰² H. Verkleij, L.J.G. van der Maesen, H.G.J. Nijhuis, J.F. Westbroek (2010) *Workshop 320: A New Approach to Sustainable Urban Development: The Case of Migrants in Laak North. Organized in the framework of the 15th International Metropolis Conference Justice and Migration: Paradoxes of Belonging on 7th October* (The Hague: EFSQ/ISS). See further: J.F. Westbroek (2008) *Newsletter nr.0: Laak North at the Agenda [in Dutch]* (The Hague: DISQ, December).

¹⁰³ Municipality of The Hague (2009) *The Quarter Laak North on the Agenda: paving the way for collaboration with the Ministry of Housing and Integration [in Dutch]* (The Hague: Department of Education, Culture and Well-being, March). J.F. Westbroek was appointed director.

¹⁰⁴ L.J.G. van der Maesen (2009) *Strategic Development of Laak North as an urban part of Laak/Binckhorst [in Dutch]* (The Hague: EFSQ, May).

¹⁰⁵ J.F. Westbroek, L.J.G. van der Maesen (2009) *A business plan, targets and description of tasks of the director of development Laak North [in Dutch]* (The Hague: EFSQ/DISQ, May). This resulted in the final plan: J.F. Westbroek (2009) *The Organisation of the Development of the Quarter Laak North and the Business Plan 2009 and 2010 [in Dutch]* (The Hague: DISQ, September).

¹⁰⁶ J.F. Westbroek (2009) *State of Affairs of the Development of Laak North as a laboratory [in Dutch]* (The Hague: DISQ, December). This also concerned the preparatory work on behalf of the second official document, see note-107.

by the municipality to strengthen the Laak North approach and again for paving the way for the collaboration with the national government.¹⁰⁷ In the meantime the practical work carried out on behalf of Laak North stimulated the start of the coalition of knowledge institutes (the Hacu) (section-3.2.3) and the analysis of its first outcomes (section-3.2.4), as well as new activities and initiatives by the EFSQ as explained below.

4.2 Application on sustainable global cities and the casus Laak North

In collaboration with the Dutch Institute NICIS for Urban Development and the ISS the EFSQ completed an application in the context of the European Framework Programme 7 in February 2009. In the previous Annual Report an explanation is given of the rationale and nature of this application, supported by fourteen academic institutes all over the world.¹⁰⁸ The application was not successful because the European evaluation committee concluded that as well as the theoretical approach as well as the methodological approach was not clear enough. Indeed, the theory of the social quality as frame of reference is not very well known; it is complicated as well. The EFSQ's third book (section-2.1) should deliver new explanations. The methodology – in this case the 'urban methodological framework' – is not in all European countries clear. The rationale was to use the urban case of Laak North as an example for elaborating and applying the five layers of this framework on the basis of the social quality approach (figure-4). For the European evaluation committee this was not an option at all.¹⁰⁹

4.3 Application on cohesiveness for sustainable urban development and Laak North

In collaboration with the University of Genoa, Cork, Sheffield and the ISS, the EFSQ completed a new application on cohesiveness in urban circumstances also in the context of the European Framework Programme 7 in February 2010.¹¹⁰ Two meetings were organized in Genoa to further develop the application. The University of Genoa was responsible for the operationalisation of the application. In the application's abstract it is argued that the European Union should analyze the consequences of powerful external forces such as globalization and climate change and internal forces as demographic and socio-economic developments, as well as changing life-styles. According to the European Commission we need an adequate alternative to the GDP-indicators for improving the well-being of Europeans. An answer will be to prioritize the attention for local urban levels. These forces play a role at all levels but are prevalent at local (urban) levels because it is here where they are actually implemented or realised. The project's main objective should be to analyse social cohesion in daily circumstances in relation to social inclusion, socio-economic security and social empowerment as conditions for sustainable development. Argued is that the social quality approach has been developed over the last years in Europe by the EFSQ in the context of FP5 and recently in seven Asian countries. According to the OECD, the social quality research in South Korea is an important step for interpreting social progress as outcomes of policies for coping with external and internal forces.¹¹¹ It also goes beyond the meaning of the GDP-indicators and European quality of life approaches by stressing social relations and processes to understand societal changes and the extent of their sustainable development. Hypothesized is that in distinction to other main approaches by, for

¹⁰⁷ Municipality of The Hague (2010) *The Quarter Laak North on the Agenda: preparing Collaboration with the Ministry of Housing and Integration [in Dutch]* (The Hague: Department of Education, Culture and Well-being, March).

¹⁰⁸ L.J.G. van der Maesen, K. van Dijken, P. de Valk, H. Verkleij (2009) *Global Cities and Sustainable Development: An Application to the European Commission, FP7* (The Hague: EFSQ/NICIS/ISS). In 2008 the participants presented short papers in order to explain the rationale of their participation, namely: (1) CERTU in Lyon, France, (2) FADR in Naples, Italy, (3) CESIS in Lisbon, Portugal, (4) Nanjing University in China, (5) Institute of Economic Growth in Delhi, India, (6) PUCRS in Brazil, (7) Witwatersrand in Johannesburg, South Africa, (8) NIDA in Bangkok, Thailand, (9) Lomonosov Moscow State University, Russia, (10) Middle East Technical University in Turkey, (11) Chinese University of Hong Kong in China, (12) ICPSR in Seoul, Korea, (13) Social Policy Research Centre in Taipei, Taiwan, (14) EFSQ, NICIS and ISS in The Netherlands. Also a Steering Committee was constructed with experts from eight countries all over the world.

¹⁰⁹ J-M Baer (2009) *Initial information on the outcome of the evaluation of proposals: the CISUD project* (Brussels: European Commission/DG Research, April).

¹¹⁰ This application is transformed into a working paper: L.J.G. van der Maesen, P. Herrmann, A.C. Walker (2010) *Local Welfare Arrangements favouring sustainable Cohesiveness and the Urban Casus of Laak North of the City of The Hague* (The Hague: EFSQ/ISS, *working paper series nr. 5*, April).

¹¹¹ Y. Yee et al, see note-26.

- the **Agora** is the world of communities, families, ngos and networks of citizens (oriented on *urban categories* of daily life as youth, migrants, women, elderly, handicapped people, adults),
- the **Politeia** is the world of local politicians and the municipality departments (oriented on *urban categories* and *urban policy areas*),
- the **Oikos** is the world of semi-public and private organisations as well as companies (oriented on the manifold of *urban policy areas* of the world of housing, education, health care etc),
- The **Academia** is the world of scientists, analysing and contributing to public and non-public urban policies, consequences of societal trends and their contradictions in the urban space (in our case this concerns the Hacu, section-3.2.3).
- **Communication Structures/systems** play a role in connecting the different worlds with help of communication and information technologies and the use of it.

Thanks to the practical work on behalf of the urban quarter of Laak North of the City of The Hague (section-4.1) and the methodological work (section-3.2.2 and 3.2.4) a start was made with the preparation of an application to the European fund oriented on the structural development of the West part of the Dutch Metropole (Rotterdam, The Hague, Utrecht and Amsterdam). The purpose is to enhance the urban quarter of Laak North into a **demonstration project**. The initiative was taken by the municipality of The Hague. As a frame of reference of this application intellectually functions the idea of the connection between the four worlds of the urban space (see both previous applications as well) and the five layers of the methodological framework.

During the preparatory work since July 2010 the following steps were made:¹¹⁵

- Thanks to negotiations with representatives of the health and social care, sport and well-being organisations (Oikos) the application will be oriented on three innovative projects in these policy area of the demonstration project. These organisations will finance part of the costs for development. This will imply a new methodology of practice.
- The innovative projects will be connected (supported) by groups of the population, active in community organisations (Agora). This will imply a new methodology of community development.
- To strengthen the collaboration between both worlds (Oikos and Agora) a communication centre as a new phenomena of this demonstration project will be established (see below). In fact this concerns the fourth innovative project of the demonstration project. This will imply the application of a methodology of communication. With help of related strategies this centre will also prepare work concerning other policy areas as education, housing, physical aspects of the public space, micro-economic activities etc.¹¹⁶
- This communicationcentre will pave the way for new forms of support by the local governments and the political administrative systems (Politeia) with the actors of the Agora and Oikos, leading into new forms of governance with a strong role of 'responsible citizens'. This will imply a new methodology of governance.¹¹⁷
- Also decided is that research should play a creative role in development processes (Academia). This means a concrete role of the coalition of knowledge institutes as well (the Hacu). This will imply a modern methodology of science which should be supportive for the development and application of the four other methodologies (see figure-4). It is explained in the application explained is that the EFSQ will be responsible for the operationalisation of the new methodology of science on behalf of this demonstration project. It will take the lead for the second stage of the Hacu (The Hague Academic Coalition for Sustainable Urban Development, section-3.2.3).¹¹⁸

4.5 The EFSQ's initiative to start a Communicationcentre

As an outcome of the preparatory work of the recent application (section-4.4) and the considerations about the connection of the four worlds of the urban space and the five layers of the urban

¹¹⁵ H.G.J. Nijhuis (2010) *First draft of Application for Innovations Urban Circumstances Laak North* (The Hague: Municipality, December). Contributions are delivered by different organisations responsible for the policy areas of health care, education, well-being, sport, as well as by the EFSQ and the director development Laak North under the lead of the PAF-group (note-89).

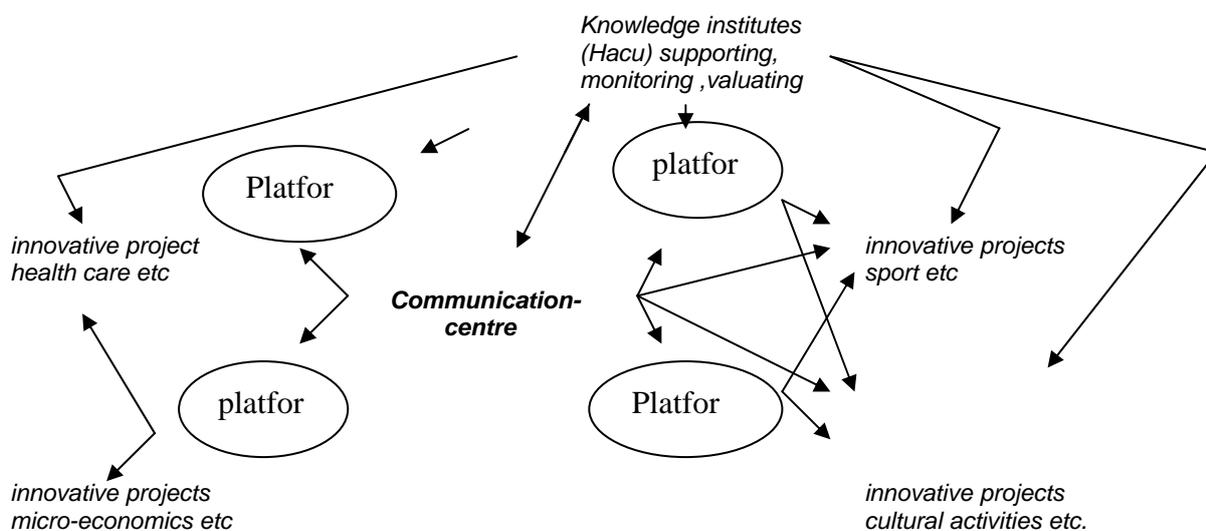
¹¹⁶ J. F. Westbroek (2010) *New strategies for Laak North* (The Hague: DISQ, December).

¹¹⁷ The study by R. Duiveman et al concerned the theme of new forms of governance, see note-92.

¹¹⁸ L.J.G. van der Maesen (2010) *Financial plan for the role of the European Foundation on Social Quality of the Demonstration Project Laak North in 2011, 2012 and 2013* (The Hague: EFSQ, December).

methodological work (see figure-6) the EFSQ proposed to start with a communicationcentre in Laak North as operationalisation of the urban methodology of communication. In fact since the beginning of 2009 the 'director of development of the quarter of Laak North' functions as the personification of this centre. He creates structures of formal and informal communication as condition for innovative projects and their interrelatedness. During the application's preparatory work the EFSQ proposed to take on board again its 2004-paper on social quality, community development and the urban development of The Hague. In this paper for the first time the idea of the communicationcentre as instrument for urban development was presented. It refers to the experiences of such a centre which functioned for the new South-East suburb of Amsterdam in the 1970s.¹¹⁹ On behalf of the development of the application the EFSQ presented its current ideas about the role of this centre.¹²⁰ According these ideas, this role can be illustrated as follows:

Figure-7: The Communicationcentre as a new phenomenon



The Communicationcentre stimulates platforms as points of crystallisation for a diversity of innovative projects. The Hacu as point of crystallisation point of knowledge institutes supports these platforms and these innovation projects

According the plans – illustrated in figure-7 - the platforms will compose of actors from the Agora, Oikos and Politeia. They shall be assisted by representatives of the Academia. These platforms design specific innovative projects (concerning policy areas or urban categories) which are mono-functional or multifunctional. From the side of the communicationcentre the 'communicative structures and relations' will be developed for the construction, operation and interrelations of the platforms which are responsible for the innovative projects as aspects of a comprehensive based 'sustainable urban development'. This implies an interpretation of 'comprehensiveness' and 'sustainability'. This will deliver points of departure to make judgements about the outcomes of the projects with support by knowledge institutes, collaborating in the Hacu etc. In other words, this centre will function as an instrument for the public debate about the judgements of urban processes (referring to normative factors). In other words, the communicationcentre as instrument for the operationalisation of the 'social quality architecture' (figure-1), supported by the Hacu, will deliver the conditions for the democratization of the process leading into sustainable urban development. As we will demonstrate, these ideas are of interest for discussing the Hangzhou experiences (section....). In collaboration with the 'director of development Laak North' and the Institute Vide for communication and cultural work with a task-group has been established to develop the Communication centre Laak/Binckhorst.¹²¹ In

¹¹⁹ L.J.G. van der Maesen, H.G.J. Nijhuis (2004) *Urban Development of The Hague and the introduction of the social quality approach [in Dutch]* (Amsterdam/The Hague: EFSQ/Municipality, October).

¹²⁰ L.J.G. van der Maesen (2010) *A proposal for a Communicationcentre for the Urban Development of Laak North of the City of The Hague [in Dutch]* (The Hague: EFSQ, November).

¹²¹ L.J.G. van der Maesen (2010) *Impressions of the first Meeting for the Development of the Communicationcentre Laak/Binckhorst* (The Hague: EFSQ, December).

2010 the director and Vide started the 'website Laak Noord' and the publication of the first newsletter on the internet.

4.6 A workshop of 15th International Metropolis conference: Migrants in Laak North

In section-3.2.5 the preparatory and methodological work on behalf of the workshop about Laak North of the 15th Metropolis Conference is explained. The workshop itself was organised in the 'Mother centre' and the 'Esloo School' of Laak North, October 2010 and concerned the start of a new urban approach. This quarter is officially recognized as a deprived neighbourhood. The focus of the workshop was to present and to discuss some aspects of the applied methods for 'sustainable urban development'. A number of participants of Norway, USA, Japan, Bangladesh, The Netherlands, Africa attended the workshop and discussed their own experiences in the context of the presentation about Laak North. A leaflet was prepared to announce the workshop among a wider audience. It will be added as an appendix of this Report.¹²² The work of the Mother Centre was presented as an example of community action to strengthen the empowerment of women in Laak North. In the current plans this centre may play an effective role in platforms, stimulated by the communication centre (figure-7). Thanks to the recent philosophy of the new Esloo School it may dispose of a new enriching position to strengthen social cohesion, social empowerment and socio-economic security of the population of neighbourhoods: a change from closed to open systems. The outcomes of the workshop are published on the website.¹²³

4.7 Studies on policy outcomes concerning migrants

In Europe attention for the conditional factors concerned the national or regional level. In the previous sections attention is dedicated to analyse them on local level as well. But it is also possible to use this social quality framework for exploring the nature of the conditional factors for different urban subcategories, for example newcomers (migrants). Recently a start has been already made by the University of Sheffield and the European Centre for Welfare Studies. We will refer to their recent studies about migrants from 2008¹²⁴ and from 2009.¹²⁵ Argued is, that the increase of the multiculturalism of cities may be seen as a consequence of global processes. Their relevance cannot be neglected at all. This increase will be stimulated by the revolutionary development of information-technologies and related mobility of people as well as fundamental changes of economic production systems. It is estimated by the United Nations Population Division is that in the year 2000, 175 million people, 1 in 40 worldwide, were living outside of their country of birth or citizenship. Since that time this has increased as well. Wealthy countries have about 60 per cent of the world's recorded migrants. Some migrants tend to cluster in a limited number of countries; for example, the number of resident Turkish citizens in Germany is 2.553,600 or 58.3 per cent of Turkish residents living outside Germany. This information concerns migration between countries. But the question is if the consequences of the huge movements from, for example, from the rural West to the urban East China are not as far-reaching as between Turkey and Germany. If that is the case, we have to extend the United Nation's quantitative information. It is mentioned in a second relevant point in three relevant studies. The majority of migrants maintain a strong long-term link with their country of origin. The most tangible evidence of this link is in the form of remittances, namely transfers made from earning and/or accumulated stock of wealth by individuals who are residents in a foreign country on a temporary or permanent basis to their countries of origin for dependent support, investment or any other purpose. Given that they are the second-largest source of external funding for developing countries after direct foreign investments it is clear that they form an extremely important element of international welfare.

¹²² Leaflet (2010) Workshop Sustainable Urban Development Laak North of the 15th Metropolis (The Hague: EFSQ/ISS).

¹²³ H. Verkleij et al, see note-102.

¹²⁴ Y. Berman, D. Phillips (2008), Social Cohesion and the Sustainable Welfare Society, *NTU Social Work Review*, 16, 1-45.

¹²⁵ Y. Berman, D. Phillips (2009), Social Quality in Post-Industrial Societies: the Growth of Migrant Remittances in International Social Welfare, in J.L. Powell, J. Hendricks (eds) *The Welfare State in Post-Industrial Society: A Global Perspective* (New York: Springer).

4.8 Contribution to the international conference on Social Precarity in Turkey

As a result of the collaboration with the Free University in Berlin (Germany), the University of Cork, the National Italian Institute for Economic, Political and Social Research, namely Eurispes, the EFSQ is engaged in a series of conferences and studies on new forms of precarity in Western societies (section-3.1.3).¹²⁶ Recently, the Middle East Technical University, one of the most prestigious universities of Turkey, organised an International Conference on Social Precarity in November 2010. The key note presentation from the University of Cork made a strong plea for social quality by emphasizing the need, particularly in the context of the current and lasting economic crisis, to look for a different overall approach to policy making. Argued is social policy cannot be maintained as add-on, but should be redefined as social quality. As such it can be made a central point for guiding economic policy and economic development. It appeals for a change of the dominant economic paradigm and related GDP-measurement as instrument to determine 'social progress'.¹²⁷

4.9 Contribution to the workshop in Rome about Going Beyond the GDP

Lately the EFSQ has also been engaged in workshops by Eurispes in Rome to discuss the theme of the European Social Model. This resulted into a working paper with which to discuss the biased aspect of the debate.¹²⁸ Seen from the social quality perspective the question of 'model' refers to a reification. It may be changed in development strategies.¹²⁹ Thanks to the launch of the initiative 'Going beyond GDP' by the European Commission this theme should have priority above the social model. It may be appreciated as a condition for exploring 'social progress' for the policies realising models or strategies and, as argued, it concerns the question of overall sustainability (section-2.4). This initiative is surely an important step as using GDP-growth as standard for measuring is limited - both in quantitative and qualitative terms. However, discussions in this framework are very much restricted by two factors. The first is that it is lacking a clear framework and presents a more or less eclectic compilation of different initiatives on various topics. Second, the various topics looked at are in actual fact rather limited, hugely oriented on issues of sustainability under the heading of ecology. In a December 2010 workshop Eurispes and other scientific departments connected with the social quality approach decided to foster international cooperation in this area.¹³⁰ The concept of social quality is seen as a promising alternative. It was a new step after the international conference in Turkey. For Eurispes the EFSQ's connections with Asian scholars is very attractive for enhancing this debate on a global level.

4.10 Contribution to the 8th Annual Conference Public Administration in Moscow

The University of Cork represented the EFSQ and presented aspects of the social quality approach at the 8th Moscow conference on Public Administration in 2010. This paper is translated in the Russian language. It is argued that utilising the social quality approach in building up social administration faces two challenges. The first is directed to the administrative process itself by integrating the demands from different sectors of society in order to deal with social quality issues. The second challenge is to develop and secure a social quality perspective to understand urban space processes as main object for social administration. As a result of this participation the EFSQ will extend its contacts with especially Lomonosov University in Moscow for the introduction of the social quality approach in Russia and also with the Journal of Globalization Studies, co-edited in collaboration with the Faculty of Global Processes of this university. In this context it will be possible to elaborate (further) the actual connection between economics and the social quality approach.¹³¹

¹²⁶ P. Herrmann et al, see note-75.

¹²⁷ P. Herrmann (2010) *Precarity and going beyond the GDP: A Paper for the International conference on Social Precarity of the Middle East Technical University of Turkey* (Cork: University of Cork, November).

¹²⁸ P. Herrmann (2009) *The European Social Model: Existence, Non-Existence or Biased Direction* (Cork: University of Cork, William Thompson Working Papers 1).

¹²⁹ L.J.G. van der Maesen et al, see note-2.

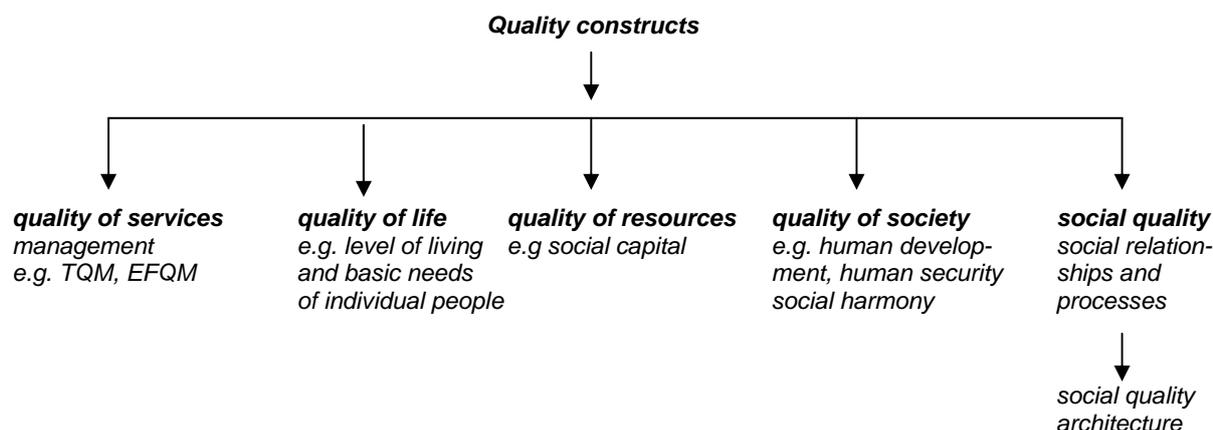
¹³⁰ P. Herrmann (2010) *Going beyond the GDP: A paper based on the Social Quality Perspective* (Cork: University of Cork, December)

¹³¹ P. Herrmann (2010) *Social Quality: Social Policy and Beyond. A paper for the 8th International Conference on Public Administration in Moscow* (Cork: University of Cork, William Thompson Working Papers, 22). Peter Herrmann is now member of the advisory board to the journal.

4.11 Contribution to the Hangzhou Conference on urban development

The EFSQ contributed to the conference of the first Hangzhou Forum of November 2010 as well. It was organized by the Center of European Studies of Zhejiang University and the Hangzhou Municipal Government. A manifold of approaches, outcomes of empirical studies, exploration of policy applications, as well as community actions are presented at this conference. Furthermore, the particular approaches by the Hangzhou municipality are discussed, supported by papers of members of the Zhejiang University of this metropolis. The overall aim is to contribute to sustainable urban development with a high standard of **life quality**, a concept introduced by the Development Research Centre of Hangzhou. This demands the development of strategies to orchestrate knowledge institutes to make new steps. In our opinion these strategies concern the conceptual and especially the methodological dimension and the related overall sustainability issues. To compare the state of affairs of the Hangzhou metropolis and especially the exploration of the change of this state of affairs imply consensus about these three dimensions in order to communicate on global level about the increase of 'life quality' in Hangzhou, the central aim of its municipality. The first contribution by the EFSQ concerned a lecture to clarify different approaches and especially the differences and similarities between the social quality and the quality of life approaches, see figure-8. This comparison is a conditio for understanding the Chinese concept of 'life quality' in the context of the global debate on different approaches and their consequences for the nature and instrumentality of related indicators.¹³²

Figure-8: Quality Constructs for Research and Policy Making



From the side of the EFSQ a second contribution was made as well. Based on the studies on the urban methodological framework – see previous sections – a paper was prepared to present the current state of affairs in comparison to some interesting considerations by the Development Research Centre of Hangzhou. Its municipality aims to contribute to a comprehensive and sustainable approach of this metropolis and is eager to connect the different aspects of development processes, namely the economic, the socio-political, the cultural etc. This approach has a lot of affinity with figure-6. The paper aimed to start a discussion on the similarities and differences in order to pave the way for comparative research.¹³³ Afterwards, the EFSQ on request by the organizers sent an interpretation of the Hangzhou conference in order to reflect upon the policies of its municipality contributing to the Life Quality of this metropolis, this was based on the Chinese papers and the EFSQ's papers on new strategies on sustainable urban development presented at the conference. A point is how to use the new 'demonstration project' of the Dutch city of The Hague (section-4.4) and the example of the Hangzhou approach for international collaboration. From the EFSQ's point of view this means how to use the explorations of the 2009 application (section-4.2) and the 2010 application (4.3) for new steps.¹³⁴

¹³² L.J.G. van der Maesen, H. Verkleij (2010) *The Theory of Social Quality in Comparison to for example mainstream Quality of Life Approaches. A Contribution to the Hangzhou Forum on Life Quality and (sustainable) Urban Development*, 7-8 November (The Hague: EFSQ, November).

¹³³ L.J.G. van der Maesen, see note-84.

¹³⁴ L.J.G. van der Maesen (2010) *Remarks on the Hangzhou Life & Development International Forum Conference 6-9 November* (The Hague: EFSQ, November)

4.12 Academic workplace, enhancing the position of women

The last few years the Academic Workplace of the University of Nijmegen in The Netherlands is engaged in twelve projects oriented on strengthening the position of women who are living in problematic daily circumstances. Especially with one of the partners, the well-known Centre for Social Services in Rotterdam the decision is made to apply and to elaborate the social quality approach to create a practice based methodology to assist their clients (training etc).¹³⁵ Supposed is that this approach will deliver more sustainable solutions for these women, because it is oriented on their context and processes related with these contexts. This approach will produce a surplus-value above the individualist oriented approaches. Decided is to connect the experiences by the University of Nijmegen and the practices in Rotterdam with the demonstration project of the quarter of Laak North in The Hague (section-4.1).¹³⁶

5. Information about its communicative activities

5.1 Newsletters

In the Spring of 2009 the EFSQ sent the last 'European Newsletter about Social Quality' to its connections.¹³⁷ It was rather extended about the new forms of collaboration with Asian and Australian institutes, about the applications to the European Commission and the elaboration of the final 'demonstration project' of the city of The Hague (see section-4.1). Thanks to the start of the Asian Consortium for Social Quality the preparations for a common newsletter started in the Autumn of 2010. It is especially the Korean team of social quality (of the National University of Seoul) which is responsible for the final design. The EFSQ's board is very happy with this initiative. The newsletter will be published in the beginning of 2011. It will demonstrate that the meetings, papers and also books about the social quality approach had a huge communicative effect in Asia and Australia. Especially the communication increased in China.

5.2 Website

Websites are becoming more and more important to communicate on work and activities around the world, therefore the EFSQ website is regularly fed with new information. This is a continuing work-in-progress. In 2010 a new page was added on Working Papers. Six working papers were added in 2009 and 2010. Also a link was created with the Asian Consortium on Social Quality (www.socialquality.net). With reference to the International Journal of Social Quality preparations are made to set up a forum of social quality researchers via the publishers Berghahn Books to facilitate direct communication. Also preparations were made in 2010 to set up new pages concerning the study-group sustainability and on the Urban Development project.

5.3 Preparation of the International Journal of Social Quality

5.3.1 The start of negotiations

Since the end of the European Journal of Social quality the EFSQ's board was eager to look for new possibilities for the journal. In the context of the increasing collaboration with Asian institutes different ideas for developing an international journal of social quality were discussed. In Autumn 2009 new real possibilities were created by the offer of the authorities of the Zhejiang University in China to finance a substantial part of the production costs of such an international journal. Since that time the EFSQ and representatives of this university worked intensively to realize this plan. A choice was made for Berghahn Books as publisher of the journal, the publisher of the former European journal as well. The

¹³⁵ G. Pols (2009) *Social Quality, A European framework as Background for our Practices of the Centre for Social Services [in Dutch]* (Rotterdam: Centrum voor Dienstverlening).

¹³⁶ J. Wolf (2010) *The Strength Model and the Social Quality Approach (draft) [in Dutch]* (www.werkplaats0x0.nl)

¹³⁷ L.J.G. van der Maesen, H. Verkleij (2009) *9th Newsletter of the European Foundation on Social Quality* (The Hague: EFSQ, April, www.socialquality.org).

work implied firstly the development of a Memorandum of Understanding between the Zhejiang University and the EFSQ. Secondly the preparation of the contract between Berghahn Books, the EFSQ and Zhejiang University. The production costs are shared on a 50% basis between this university and the EFSQ. Thirdly the constitution of the editorial board and global advisory board. In 2010 it was clear the International Journal of Social quality' would be published in 2011. The work for the first volume and its first issue started and was completed in this year as well. Some of the themes in previous sections will be elaborated in the first issue.¹³⁸

5.3.2 *The new Journal's mission statement*

According to the mission statement, the IJSQ – to be produced by Zhejiang University in China and the European Foundation on Social Quality with a strong association to the Asian Consortium for Social Quality - is a multidisciplinary journal dedicated to the publication of research conforming to the highest scientific standards. While the primary focus is social quality, the Journal is keen to attract submissions from a wide range of disciplines, including social policy, economics, sociology, law and legal studies, philosophy, political science, geography, health sciences and public administration, and it interprets the subject broadly. Thus it publishes articles relevant to social quality from a wide frame of reference, with local, national or international dimensions, such as social development, social analysis, community mobilization, quality of societies, indicators, comparative research within and between regions, human security, social harmony and global socio-economic policies. Of particular interest are papers which compare social quality with other approaches to the assessment of individual or societal well-being and those which consider its role in questions of sustainability. The Journal invites original papers addressing social quality and seeks to create a forum for scientists, researchers, policy makers and practitioners to discuss issues related to social quality based on qualitative and quantitative methods, social and policy analyses, normative debate and action-oriented case studies. Its core mission is to provide the scientific evidence-base from which to improve the conditions of social quality across the globe and ensure its sustainability.

5.4 *Participation in meetings*

From the previous sections it may be clear that the EFSQ participated in conferences and in workshops in the European Union, Asia and Russia. This participation was in all cases underpinned with papers. This delivered the inspiration for the theoretical and methodological work. Furthermore a number of workshops took place in The Netherlands for creating the point of departure for the 'demonstration project Laak North' and to give this project a European meaning. Finally many meetings to strengthen contacts with European universities for delivering extra support to the work in Europe (section-6.3). Highly important are the meetings within the International Institute for Social Studies (ISS).

6. *State of affairs of its finances and infrastructure*

6.1 *Search for funding*

On request by the EFSQ's board new initiatives were made to enhance the financial position of the EFSQ in 2009 and 2010. It also concerned appointments with the ISS to look for financial support for the European work and the contribution to the relationships with work with Asian and Australian universities.¹³⁹ As explained the ISS offered facilities for office and meetings which created important business security in both years as well. The EFSQ also received a grant of the Innovation Fund of the ISS in 2009 for two years.

A the end of 2008 the first endeavour for new funding concerned the Dutch GAK-Institute, which finances research on social security. In the board's proposal a new idea for approaching social

¹³⁸ The editors are: Ka Lin, L.J.G. van der Maesen, Mao Dan and D. Gasper. The members of the International Advisory Committee are: A.C. Walker, S. Takegawa, Xianguo Yao, A. Kumar Giri, Chack-Kie Wong, J. Berting, Kwong-Leung Tang, M. Ramesh, D. Gordon, St. Kuhnle, L. Leitsering, J. Sipilu, B. Mohan, P. Ward, O. de Leonardi, M. Petmesidou, G. Therborn, .

¹³⁹ L.J.G. van der Maesen, see note-6.

security was presented by referring to the social quality perspective.¹⁴⁰ The director of the GAK was highly positive; his board was not.¹⁴¹ Also explained in this Annual Report are the two endeavours to receive financial support by the European Commission in the context of the FP7. The first was presented with the ISS and the NICIS Institute on sustainable global cities in February 2009 (section-4.2).¹⁴² The second on local cohesiveness of urban quarters was presented in collaboration with the University of Genoa in February 2010 (section-4.3).¹⁴³ As explained, unfortunately both endeavours were not successful.

In the meantime the EFSQ was successful in getting a restricted funding in 2009 and 2010 from an international Fund for enhancing collaboration with Asian and Australian universities, NGOs and governmental organisations.¹⁴⁴ Furthermore, the EFSQ was enabled to discuss with the Dutch Secretary of State for European Affairs, mr. F. Timmermans, to create possibilities for a European debate on the outcomes of the EFSQ's third book. He invited the board to send an application.¹⁴⁵ Unfortunately the application was lost in red tape complexity. Since the recent change of government mr. F. Timmermans is not in charge anymore.

In September 2009 the EFSQ approached the Dutch Prime-minister, mr. J.P. Balkenende, who was familiar with the social quality work since the start of this approach in The Netherlands. The arguments were the Dutch policies to strengthen collaboration with China and the extension of the collaboration between the EFSQ and Chinese universities. He referred to the minister of education, mr. R. Plasterk. An extensive letter and related paper was produced for this minister, supported by the current chair of the Asian Consortium for Social Quality and the rector of the ISS.¹⁴⁶ The minister was very impressed and advised to contact the Dutch Fund for Science, which was to no avail.¹⁴⁷

In 2007 and 2008 the EFSQ had invested a lot of time in the urban case of Laak North of the city of The Hague (see section-4).¹⁴⁸ As described above in early 2009 the municipality decided in the beginning van 2009 to develop Laak North as a specific urban case. Thanks to the new director of the urban development of Laak North the EFSQ received a part of its contribution to this development as described in this Annual Report. In the middle of 2010 the municipality decided to finance a research project by the EFSQ concerning the role of the coalition of knowledge institutes (the Hacu) in The Hague (see section-3.2.4).¹⁴⁹

6.2 Future opportunities

At the end of 2010 three important opportunities were created thanks to the work carried out in 2010. First the municipality of The Hague started the preparation of an application to the European Commission for supporting the new strategies of the urban development of Laak (North) as a Dutch 'demonstration project for sustainable urban development' (section-4.4). An important part of the work to be undertaken in 2011, 2012 and 2013 will be under responsibility of the EFSQ. If this application will be successful the continuity for the coming three years is secured. Second the new study group for sustainability may deliver real possibilities for important Dutch funds to support the operationalisation of the plans (see section-2.4). Thanks to the nature of its composition new possibilities will arise. In this context discussions with responsible board members of the Rotterdam University and the University of Utrecht will start soon as well. Third, the outcomes of the Hangzhou conference on urban

¹⁴⁰ L.J.G. van der Maesen (2008) *Social Security in The Netherlands seen from a new Perspective. An Application to the GAK-Institute for financing a Dutch Project seen in the Context of European approaches* (The Hague: EFSQ, November).

¹⁴¹ Stichting Instituut Gak (2009) Answer on the 2008 application for Research on Social Security and Social Quality (Hilversum: GAK, February).

¹⁴² L.J.G. van der Maesen et al, see note-108.

¹⁴³ L.J.G. van der Maesen et al, see note-110.

¹⁴⁴ L.J.G. van der Maesen (2009) *Application for supporting the European and Asian/Australian collaboration for extending the Social Quality Perspective in both Continents* (The Hague: EFSQ, March).

¹⁴⁵ L.J.G. van der Maesen. J.F. Westbroek (2009) A proposal to the Dutch Ministry of Foreign Affairs (The Hague: EFSQ, March)

¹⁴⁶ L.J.G. van der Maesen, A.C. Walker, Ka Lin, L. de la Rive Box cs (2010) *Letter to minister R. Plasterk concerning request for support in the coming five years* (The Hague: EFSQ, January).

¹⁴⁷ R. Plasterk (2010) *Letter to the European Foundation on social Quality: concerning Collaboration and Support* (The Hague: Ministry of Education, Culture and Science).

¹⁴⁸ L.J.G., van der Maesen et al, see note-2.

¹⁴⁹ H.G.J. Nijhuis et al, see note-95.

development (section-4.11) in connection with the new steps concerning the demonstration project in the Hague may deliver new chances in the context of the European Commission.

6.3 Financial outcomes

During 2008 the financial position of the EFSQ was quite weak.¹⁵⁰ However, thanks to personal support in the form of loans by advocates of the social quality approach all costs could be covered. During 2009 the incomes could increase and half of the loans could be paid back.¹⁵¹ During 2010 income increased further and also nearly all debts were paid. The board supposes that due to the fundamental changes made in 2009 and 2010 (see previous sections) the chances increased substantially. This only concerns the office of the EFSQ. In the meantime different universities in Europe spent a lot of investment in the social quality approach. When capitalized, the investments in the elaboration of the social quality approach in Europe in 2009 and 2010 are impressive. More impressive and amazing are the huge investments in Asia and Australia which were not capitalized either. The advocates of the social quality approach succeeded thus to continue the process globally.

6.4 The infrastructure

The EFSQ's infrastructure was limited, namely a director for 80% FT and an assistant-manager for 50% FT. Highly important for the work done in 2009 and 2010 was the work done by the so-called **PAF-group**, mentioned in note-80, thus implicitly the municipality of The Hague. It delivered the continuity for the diversity of the work. New important points of departure for the continuity have been delivered these years thanks to the Asian and Australian social quality teams. Their example of team-forming will be introduced in Europe soon. If the application by the municipality of The Hague will be successful (section-4.4), the infrastructure will be extended with a scientific assistant for 70% FT. The EFSQ will enter a new phase. It is worthwhile to mention the specific institutional support for the European work of the EFSQ, by:

- The University of Sheffield giving strategic lead in Europe, Asia and Australia
- The international Institute for Social Studies in The Hague for delivering facilities and a context for theoretical and methodological work worldwide.
- The University of Bristol, the Peter Townsend Center for contributing to address global inequalities,
- The University of Cork for supporting the enhancing of the theory and for presenting the social quality in a manifold of European meetings and global oriented publications on social quality,
- The support by the National Italian Institute Eurispes for connecting the social quality approach with the debate on the European social model and, recently, the debate on going beyond GDP,
- The University of Utrecht for assisting the elaboration of the question of the overall sustainability.

For the institutional support for the collaboration in Asia and Australia we would like for example to mention:

- College of Public Administration, University of Zhejiang in China,
- Institute for Social Development and Policy Research, National University of Seoul,
- National Institute of Development Administration, Thailand,
- King Prajadhipok's Institute, Thailand,
- Chulalongkorn University, Thailand,
- Research Center on Public Affairs for Sustainable Welfare Society of the Chiba University, Japan,
- The Social Policy Research Center, National Taiwan University,
- Department of Applied Studies, Flinders University, Australia,

¹⁵⁰ W.F.M. Bierman (2010) *Annual Accounts 2008 of the European Foundation on Social Quality* (Amsterdam: Spaargaren).

¹⁵¹ W.F.M. Bierman (2010) *Annual Account 2009 of the European Foundation on Social Quality* (Amsterdam: Spaargaren).

- Department of Sociology, Shanghai University, China,
- Department of Applied Social Studies, City University of Hong Kong,
- And others in Indonesia, Malaysia, Japan, India, China and Japan.

6.5 The members and advisors of the Board in 2009 and 2010

- prof dr Alan Walker, Chair, social policy, University of Sheffield, United Kingdom
- dr Laurent J.G. van der Maesen, secretary/director, social-economy, the Netherlands,
- mr. Jan A Winkelhuijzen, treasurer, fiscal expert, the Netherlands,
- prof. Dr Kees Knipscheer, social gerontology, Free University Amsterdam (em), the Netherlands,
- prof. Dr Teun Jaspers, law, University of Utrecht (em), the Netherlands,
- prof. Dr Harry G.J. Nijhuis, public health, University of Amsterdam, the Netherlands,
- drs Jaap Westbroek, natural sciences, DISQ, The Hague, The Netherlands,

- advisor prof. dr Peter Herrmann, economy, social philosophy and social policy, University of Cork, Ireland
- advisor prof. dr Jan Berting, social sciences, Erasmus University (em), The Netherlands.
- advisor prof. dr Des Gasper, economy and social philosophy, Institute of Social Studies, Erasmus University, The Netherlands.
- advisor prof. dr Marco Ricceri, economy, Eurispes , Italy.

6.6 Staff

6.6.1 The staff in 2009 and 2010:

- dr Laurent J.G. van der Maesen (80%, full year)
- drs Helma Verkleij, scientific assistant (50%, full year),

6.6.2 Opportunities for extension coming three years

- junior scientist for measuring outcomes societal trends etc (50%, full year)
- Senior scientist for developing herewith related social quality indicators (50%, full year)

6.7 With regard to Europe

The EFSQ's board designed a first plan to start the construction of social quality teams in different European countries according the way of working in Asian and Australian countries.