

Urban River Basin Enhancement Methods

Social appraisal tool Work Package 7

nef (new economics foundation)
P. Walker

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Deliverable 7.2

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This report is a contribution to research generally and it would be imprudent for third parties to rely on it in specific application without first checking its suitability.

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Report Authors

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Summary

The aims of this report are:

- To describe what happened when our main partners in this work package tested a draft social appraisal tool on various sites.
- To draw out the learning for:
 - When the tool is appropriate as is; when it is appropriate if adapted; when it is inappropriate
 - The final form of the appraisal tool
 - Guidance on using and adapting the tool

Our partners in the trials

	1	13	11	12
Partner	H R Wallingford	University of Technology, Dresden, TUD	Javno Podjete Vodovod-Kanalizacija	Department for Water Management, Hydrology and Hydraulic Engineering, University of Agricultural Sciences Vienna (BOKU)

The main findings

Partners wanted guidance on:

- Deciding when a quantitative questionnaire is appropriate.
- Adapting the questionnaire.

Combining quantitative and qualitative questions. Dealing with qualitative answers to quantitative questions. What do you do if someone tells you their life story after you have asked them a question expecting a Yes or No answer?

- Testing the draft questionnaire
- How to convince people to participate in the survey, in the absence of clear incentives to participate
- How to provide feedback to interviewees.
- How to achieve representativeness of survey
- How to motivate administration and public to use Prove It! respectively the questionnaire.
- How to decide, who has to be asked with the questionnaire.
- When Prove It! is appropriate as a management tool and when it is not. Suggestions for other (existing) tools to be used under different project conditions.

1. Introduction

1.1 Aims of this report

The aims of this report are:

- To describe what happened when our main partners in this work package tested a draft social appraisal tool on various sites.
- To draw out the learning for:
 - When the tool is appropriate as is; when it is appropriate if adapted; when it is inappropriate
 - The final form of the appraisal tool
 - Guidance on using and adapting the tool

1.2 The social appraisal tool

The draft social appraisal tool is called Prove It! It has been developed by **nef** over several years with the aim of making as user-friendly as we possibly can. We held discussions with HR Wallingford as coordinator of the project on the suitability of the tool and decided it met most of the criteria set by the work package.

1.3 Preparation for the trials

We then arranged a training course on this methodology in London, on the 3rd and 4th of September 2003, to prepare our partners for testing its implementation. Note however that when URBEM is complete we will be hoping and expecting that users of the overall methodology will pick up Prove It! without any training. Hence the emphasis we placed on user-friendliness in selecting the tool. Partners 1, 11, 12 and 13 (see below) attended the course. We also organised a visit to two sites where participatory methods are currently being used in London but only partners 1 and 12 were able to attend. After the training course the Prove It! methodology was adapted to URBEM's particular needs and sent to the partners involved in implementation.

Table 1.1 Our partners in the trials

	1	13	11	12
Partner	H R Wallingford	University of Technology, Dresden, TUD	Javno Podjete Vodovod-Kanalizacija	Department for Water Management, Hydrology and Hydraulic Engineering, University of Agricultural Sciences Vienna (BOKU)

Country	UK	Germany	Slovenia	Austria
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1.4 Challenges in organising the trials

1. nef and the other partners come from quite different backgrounds – practitioner based vs. academic and scientific. This has led to different emphasis in the approach to this tool, largely summed up as pragmatic vs. theoretical.

2. Apart from this work package, this is not generally an implementation project. This has meant that partners had to work quite hard to find partners outside the project to help them test the tool.

3. The testing of the tool had to be over the winter to fit in with the URBEM schedule. But projects are generally implemented from spring to autumn.

4. nef is used to working in a participatory manner. This is well established in the UK. However, it is a novelty for those used to working on technical projects. These challenges are even more evident in countries from Eastern Europe where the participatory tradition seems almost non-existent.

Table 1.2 Experience with participation

	1	13	11	12
Do you have any previous experiences of involving people in participatory projects?	Yes	No	No	No

2. The projects on which Prove It! was tested

2.1 H R Wallingford, UK

Testing of the ProveIt! tool was been carried out on two case study sites.

2.1.1 Quaggy River, Sutcliffe Park, Lewisham, London.

The Quaggy River runs in an underground culvert through Sutcliffe Park, which is bordered by the Ferrier Estate. The residents of Ferrier use Sutcliffe Park for recreation and amenity. The Environment Agency are carrying out a flood alleviation scheme on the river which involves removing the culvert so that the park can be used to store water in flood events. This daylighting of the river and associated landscaping of the park is intended to improve the river environment and enhance ecology and amenity.

The work carried out on the Quaggy river has a significant impact on the living environment of the residents of the Ferrier Estate. The construction phase to release the Quaggy from it's underground culvert into a reconstruction of it's original course was begun abruptly without due warning to communities of the impending construction and without input from the local people about the best way to proceed. Loss of recreation area and free space for the use of local people was not discussed beforehand and although barriers and pathways were provided they were sometimes inappropriate and even caused hazards. Local co-operation was impaired by this lack of forethought, participation and sensitivity.

Since then there have been various initiatives to engage the community and facilitate public involvement in the projects improving the Quaggy river through Sutcliffe Park. ProveIt! was used to measure social capital at an interim stage in this process. Questionnaires were carried out on sixteen local residents. There is potential for measuring the change in social capital by re-surveying the residents. The views and perceptions of the public are influenced not only by the actual river improvement work itself, but the extent to which the individuals have been engaged in the project. Without having carried out the questionnaire before the public engagement activities it is difficult to evaluate whether it is the river improvement or the activity of community involvement that has led to a good level of social capital. ProveIt! is therefore most effectively used when the questionnaire can be carried out before projects and engagement activities start.

2.1.2 Limekiln Dock, London Docklands.

Local residents at Limekiln Dock were involved in constructing reed rafts for ducks. The aim of the project was to improve the habitat for ducks and improve the amenity and interest value of the River Thames at this location. In contrast to the Ferrier Estate, the local area around Limekiln Dock is prosperous and the residents and people who use the area are generally higher earners. This has a significant influence on the social dynamics of the

local community. Prove It! was used to question 14 people on their involvement with the duck raft project.

2.2 TUD, Germany

Prove It! was tested at the Weisseritz River, which confluences with the River Elbe in the western part of Dresden. It is a river with hard constructions, which in 2002 caused the flooding of the inner city of Dresden. Since then, the site has been in the public spotlight, was subject to several studies of flood control and neighbourhood rehabilitation. While flood defence is the first priority, there is competing interest from different stakeholders in infrastructure needs, aesthetical and recreational values along the river and urban enhancement. A major interest conflict exists between the policy makers and administration on one side and residents and resident initiatives on the other side.

At the time of the Prove It! trial, the project was in the early to medium planning stage. The implementation of the project was planned for end of 2004, but has been put back because of financial and organisational problems. At this point in time, due to massive protests, policy makers seem likely accept that a proper discussion between residents, initiatives, policy makers and the administration is needed.

An engaged citizen initiative (Bürgerinitiative Plauen – BI Plauen), has been working to inform the public, collect information and influence the decisions of the policy makers. They contacted professionals to develop different options for achieving the goal. They also wanted to promote an increase in aesthetics and amenity of the adjacent area. The initiative was involved in carrying out the questionnaire. BI Plauen wanted to use the results for advocacy in confrontation with city representatives, who favoured a different option.

The survey was carried out during one week at the end of November 2003. About 60 residents and local merchants were asked for their opinion. The results of the survey, which also stated preferences on the amenity and aesthetic qualities of the site, were also used by students to develop alternative designs. These designs and the outputs of the survey were presented in a public meeting organised by the BI Plauen.

Results displayed that the trust in local administration was low, while the interest to participate in the project and be informed about the project was high.

2.3 Javno Podjete Vodovod-Kanalizacija, Slovenia

The Ljubljanica and Gradaščica rivers flow through the central part of the city of Ljubljana. Each spring, when the snow has melted, extensive cleaning is organized all over Ljubljana by the municipality of Ljubljana and Ljubljana Tourist Board. The main participants are people that take an active part in local Tourist Boards, the Vivera Diving Club, a club of boatmen and raftsmen and fishing families.

In 2004, this cleaning was delayed by snow at the beginning of April, plus heavy rainfall that meant the rivers were in torrent. Most activities were carried out at the end of April. Our partners chose to evaluate the activities carried out by the “Barje” fishing family. They thought that the tool could give them information about the presence and degree of social capital among the people involved.

Some days before the cleaning, our partners met some members of the family to explain what they wanted to do. The cleaning started in Saturday 24th of April at 7 o'clock in the morning. The 26 participants were joined by two interviewers.

2.4 Department for Water Management, Hydrology and Hydraulic Engineering, University of Agricultural Sciences Vienna (BOKU), Austria

The rehabilitation of the Liesing Brook in Vienna was selected for the case study as it contained several interesting aspects:

- A former hard-regulated urban brook
- Past and current rehabilitation activities
- Partly heavily urbanised river environment
- Involvement of schools

About 18.5 km of the Liesing Brook passes through two southern Vienna city districts. The rivulet runs in a natural state in the upper reaches, while it is surrounded by dense to medium dense urbanized areas and some green spaces in its lower plains. Before industrialisation, floods governed the utilisation of the valley so the old village centres developed at a respectful distance to the brook. With the expansion of industry in the 19th century, the floodplains were drained and first regulation works were undertaken. The influx of municipal sewage caused diseases and epidemics. In the 20th century, the dominating land uses changed from industry to residential purposes and transport infrastructure.

In order to prevent flooding, solid rock embankments were constructed from 1947 to 1969. Initial river enhancement works, focusing on water quality improvement and the re-establishment of natural conditions, were carried out in the 1980s. These were intensified in the 1990s. Currently, ecologically oriented re-construction works are being conducted downstream. They focus on the following goals:

- Improvement of the water quality and gained self-purification in a nature-like brook
- Active and passive flood protection
- Habitats for plants and animals
- Recreation

Citizens are kept by various means, including web and an information centre, opened in summer 2003. The 800-meter reach close to the “Willergasse”, reconstructed in 1997, serves as an example for both river-rehabilitation and the involvement of a group of interested people.

The participative activities of the project “The Living Liesing” were started in 1998, as the river rehabilitation works conducted by the city council left a deficit of public awareness. A committed group of teachers of the “Kollegium Kalksburg” realized that this was a chance for taking action. The work with pupil contribution (age 10 to 18) covered among others the design of a park, a sculpture, information boards and cleanups. These activities were carried out in regular lessons, special seminars and in their spare time. Eight teaching staff and around 100 students put in several thousand voluntary working hours. This led to awards, newspaper reports, and invitations to national and international exhibitions. The project had positive impacts on the school, the municipal administration and, of course, the local residents.

Around 200 interviews with passers-by were conducted. There were 27 interviews with participants: 5 teachers and 22 pupils. Each interview took about 5 to 10 minutes. About each second to fifth pedestrian was willing to take part in the survey. In some intervals of up to 30 minutes none of the pedestrians was willing to give an interview. The total amount of work including quantitative and qualitative analysis of approximately 70 interviews took about 4 - 6 hours.

3. Feedback from the trials

Table 3.1 Nature of the projects on which Prove it! was tested

	1	13	11	12
a) River Improvement Projects involving only awareness raising/ information for citizens				X
b) River Improvement Projects involving citizen consultation only		X (1)		
c) River Improvement Projects involving ongoing citizen participation in the improvements	X		X	
d) River Improvement Projects only involving citizens in benefiting from improvements afterwards			X	X

Notes

(1) The process is not a cooperation between city and residents; rather it is a confrontation. Thus it is not a scheme with citizen involvement built in, but an effort by citizens to have their interests heard and considered.

Tables 3.2 and 3.3 Stakeholder involvement in the pilot projects

	1	13	11	12
The pilot project(s) testing the <i>Prove It!</i> Evaluation model involved stakeholders (in at least one step of the project)	Yes	Yes	Yes	No
While testing the <i>Prove It!</i> Evaluation model, we involved stakeholders (in at least one step of the evaluation).	Yes	Yes	Yes	Yes

	Stakeholders that were involved	Stakeholders that were not involved
1	Residents, local community group	Public organisations and other privately run bodies.
13	Residents and local merchants	Public administrations
11	Residents	Public administrations, community administrations
12	Teachers, pupils, pedestrians	City & district council, federal ministry, private sponsors of the school project

Table 3.4 The components of the Prove it! toolkit

	Did your pilot projects use this component of the toolkit?				Was it easy to use?				Was it helpful to prove the impact their project is having so far?				Was it helpful to understand how to best implement their project (now or in the future)?			
	1	13	11	12	1	13	11	12	1	13	11	12	1	13	11	12
Storyboard	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No
Questionnaire	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes (1)	Yes	Yes	No (2)	Yes	No (3)	No
Excel Spreadsheet	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No (2)	Yes	No (3)	No
Evaluation Poster	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No
Final Report Headings	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No

Notes

(1) The time available meant that all the trials had to be done on existing projects. This made the storyboard inappropriate, as it is intended to be used in planning the project at the start. Similarly, the evaluation poster is mainly intended for looking back at the end of a project. Although the storyboard and evaluation poster were not tested here, which is regrettable, both components have been tested in dozens of projects in the UK.

(2) The purpose of ProveIt! is to measure the social capital, not to provide guidelines on how to engage citizens and stakeholders which informs how a project should be implemented. Deliverable 9.3 will provide this.

(3) BOKU commented, "The 'no' answers mainly refer to the fact that we worked with existing projects, which use other management tools."

Table 3.5 Prove It! and social capital

	1	13	11	12
Do you think <i>Prove It!</i> helped them capture the impact their project was having on social capital?	Yes	No (1)	No	No (2)

Notes

(1) There have not yet been any major changes to the river. Thus a second survey to evaluate opinion changes among the non-involved residents would not have been of any value. Hence only the state of social capital at the time of the survey could be evaluated.

(2) BOKU commented, "Social capital projects do usually not work with rivers, voluntary urban river projects with social capital impacts are very seldom conducted, and professional river rehabilitation works do rarely influence social capital."

Table 3.6 Use of the results

How would you consider using the sort findings that come out of a <i>Prove It!</i> evaluation?	1	13	11	12
As a line management tool				
As part of the Annual Report or other reports	X	X	X	X
As part of future funding proposals				
As part of employees' job appraisals				
To provide information for a press release.		X		
To be shared with the community.	X	X	X	X
Other (specify below)	X (1)			X (2)

Notes

(1) For post project appraisal

(2) For project management

Table 3.7 Were people able to express their opinions

	1	13	11	12
Did the <i>Prove It!</i> Evaluation help people to express their opinion on their urban environment?	Yes	Yes (1)	Yes	Yes (2)

Notes

(1) For example, people stated their preferences, that they wanted to be able to touch the water. At present it is contained between high walls. They also wanted more trees.

(2) Within the limitations of standard questionnaires.

Table 3.8 Implementation problems

	1	13	11	12
Do you think you encountered any problems implementing <i>Prove It!</i> due mainly to the context in your country?	No	Yes (1)	Yes	No

Notes

(1) TUD commented, among other points, that “extensive citizen participation in river rehabilitations is not well established.”

4. Summary of learning

Partners wanted guidance on:

- Deciding when a quantitative questionnaire is appropriate.
- Adapting the questionnaire. BOKU commented, "In some particular issues as safety from floods and water quality, residents feel unable to give a competent statement due to their lack of expert knowledge." This suggests that we hadn't provided enough guidance on making sure that the questions were appropriate. TUD suggested a "catalogue of example questions including guidance on which questions might be applicable in different situations."
- Combining quantitative and qualitative questions, e.g.:

(Quantitative) Did you feel well informed?

(Qualitative) If no, how would you like to be informed?

- Dealing with qualitative answers to quantitative questions. What do you do if someone tells you their life story after you have asked them a question expecting a Yes or No answer?
- Due to restricted budget, using one survey instead of two to compare 'before' with 'after'.

Three sample questions were suggested:

- "Did your interest to become involved in this project increase due to our information?"
- "Are you using the brook more, due to the rehabilitation?"
- "Did the aesthetic appeal increase due to the rehabilitation?"
- Testing the draft questionnaire
- Providing exact instructions on how to use the questionnaire, to not influence the opinion of test persons
- Using the internet or bulk mail instead of face to face interviewing
- How to convince people to participate in the survey, in the absence of clear incentives to participate
- How to provide feedback to interviewees.
- How to achieve representativeness of survey
- How to motivate administration and public to use Prove It! respectively the questionnaire.
- How to decide, who has to be asked with the questionnaire.
- When Prove It! is appropriate as a management tool and when it is not. Suggestions for other (existing) tools to be used under different project conditions.

Appendix 1 The draft questionnaire

Script Code:.....(Data Input Only)

Name of Researcher:.....

PROVE IT! Questionnaire for URBEM

(enter Name of Project here)

WHAT THEY ASK?

Read out the following statement, and ask respondents to choose **one** of the responses.

USE AND VALUE

1. I think the river contributes to the economic wellbeing of this area.

Strongly Agree

Agree

Not sure

Disagree

Strongly Disagree

☐
☐
☐
☐
☐

USE AND VALUE

2. I think the river improves the quality of life of this area.

Strongly Agree

Agree

Not sure

Disagree

Strongly Disagree

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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3. I think the river provides a way to connect with this area's history.

USE AND VALUE

<i>Strongly Agree</i>	<i>Agree</i>	<i>Not sure</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. I think this community needs the river because of its wildlife.

USE AND VALUE

<i>Strongly Agree</i>	<i>Agree</i>	<i>Not sure</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. I think the river area is attractive.

AESTHETICS

<i>Strongly Agree</i>	<i>Agree</i>	<i>Not Sure</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USE AND VALUE 6. How often do you use the local river for				
		Frequently	Sometimes	Never
	6a: Relaxation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	6b: Water Sports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	6c: Nature Watching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	6d: Exercising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	6e: Socialising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAFETY 7. When I use the local river,			
		Yes	No
	7a: I think the river area is well lit	<input type="checkbox"/>	<input type="checkbox"/>
	7b: I think the pathways are accessible.	<input type="checkbox"/>	<input type="checkbox"/>

7c: I feel safe from crime.	<input type="text"/>	<input type="text"/>	
7d: I feel safe from falling in.	<input type="text"/>	<input type="text"/>	

SOCIAL CAPITAL	8: Do you feel able to help improve your river environment?		
	YES	NO	
	<input type="text"/>	<input type="text"/>	

SOCIAL CAPITAL	9. If you wanted to change your river environment, do you know who to contact to help you in the following groups...?		
	Yes	NO	
9a: Local Community Groups	<input type="text"/>	<input type="text"/>	
9b: Local Authorities	<input type="text"/>	<input type="text"/>	
9c: Among local residents	<input type="text"/>	<input type="text"/>	

9d: National Water Agencies or Organisations	<input type="text"/>	<input type="text"/>
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SOCIAL CAPITAL	10. While using the local river, I have had the opportunity to meet:		
	Frequently	Sometimes	Never
10a. People I did not know before	<input type="text"/>	<input type="text"/>	<input type="text"/>
10.b. Members of the Local Authorities	<input type="text"/>	<input type="text"/>	<input type="text"/>
10.c: People from other communities	<input type="text"/>	<input type="text"/>	<input type="text"/>
	YES	NO	

SOCIAL CAPITAL	11. Would you say that most of your friends live in this area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SOCIAL CAPITAL	12. Do you think that people who live in this area act in your best interests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SOCIAL CAPITAL	13. Do you trust your local authority to act in your best interest?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SOCIAL CAPITAL	14. Are people in this area willing to help each other out?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SOCIAL CAPITAL	15. Have you been involved in a river restoration project before?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	16. Would you like to be involved in a river restoration project in your area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DEMOGRAPHICS	17a: I prefer to use a language other than _____		17b: Employment Status		17c: Age		17d: Gender	
	YES	<input type="checkbox"/>	Employed	<input type="checkbox"/>	0-15	<input type="checkbox"/>	Male	<input type="checkbox"/>
NO	<input type="checkbox"/>	Self-employed	<input type="checkbox"/>	16-24	<input type="checkbox"/>	Female	<input type="checkbox"/>	
		Retired	<input type="checkbox"/>	25-44	<input type="checkbox"/>			
		Un-employed	<input type="checkbox"/>	45-59	<input type="checkbox"/>			
		Housewife/ House-husband	<input type="checkbox"/>	60-74	<input type="checkbox"/>			
		Student	<input type="checkbox"/>	75+	<input type="checkbox"/>			

17e: I own a house in this community		17.f. Do you suffer any disability			
YES	<input type="checkbox"/>	YES	<input type="checkbox"/>		
NO	<input type="checkbox"/>	NO	<input type="checkbox"/>		

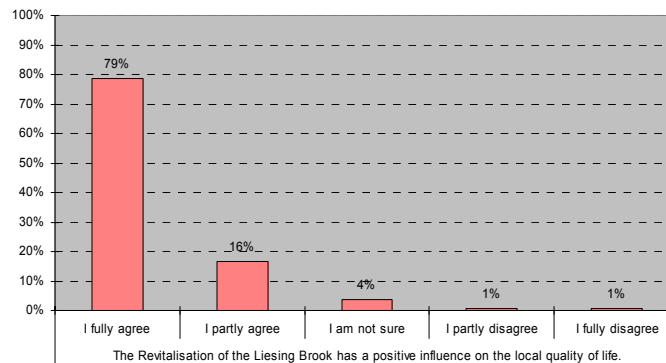
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Appendix 2 Sample results from Vienna

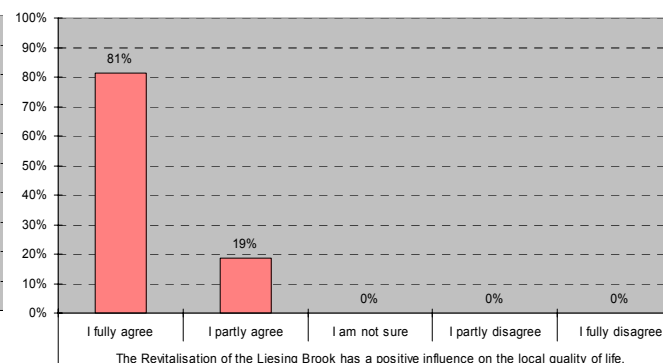
An example of similar results between pedestrians and participants

2.	The Revitalisation of the Liesing Brook has a positive influence on the local quality of life.	Die Revitalisierung des Liesingbaches wirkt sich positiv auf die lokale Lebensqualität aus.
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Pedestrians



Participants



Two examples of contrasting results between pedestrians and participants

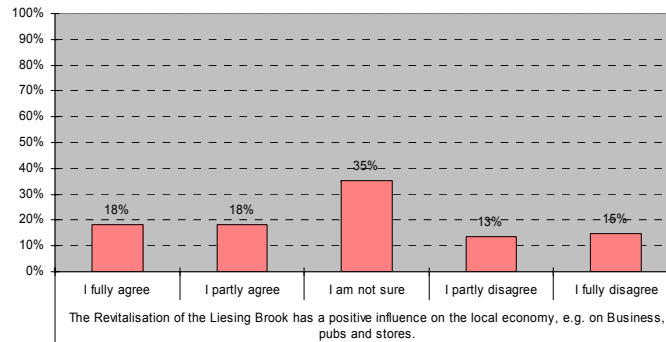
These suggest, although they do not prove, the empowering effect of being a participant.

1.	The Revitalisation of the Liesing Brook has a positive influence on the local economy, e.g. on business, pubs and	Die Revitalisierung des Liesingbaches wirkt sich positiv auf die lokale Wirtschaft wie z.b. auf Gewerbe, Lokale
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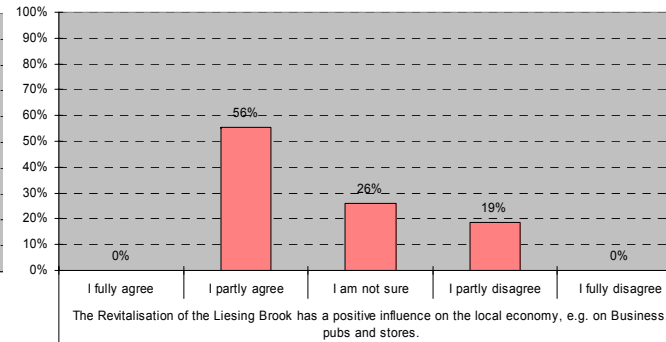
stores.

und Geschäfte aus.

Pedestrians



Participants

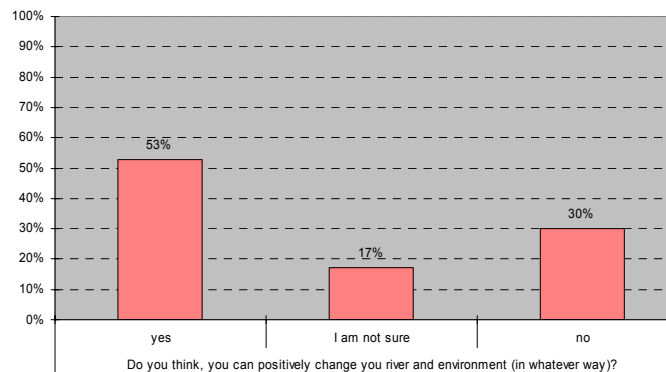


Many respondents could hardly connect the issues local economy and brook revitalisation. Therefore, further explanations had to be given. Few demanding statements for more pubs were raised.

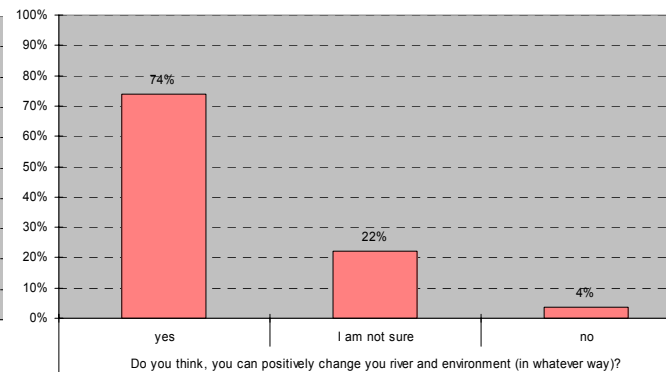
8. Do you think, you can positively change your river and environment (in whatever way)?

Glauben Sie, dass Sie im Gewässer- und Umweltbereich (in welcher Form auch immer) etwas zum positiven verändern können?

Pedestrians



Participants



Tool for assessing potential for rehabilitation

URBEM



Urban River Basin Enhancement Methods

Results of Implementation of Prove It! Social Appraisal Tool Work Package 7

HR Wallingford
V Bain
M Malcom

July 2004

EVK-CT-2002-00082

Deliverable 7.2

1. Introduction

1.1 Study aim

The aim of this report is to evaluate the use of the Prove It! social appraisal tool by testing its application on two case study sites. The report will outline the background of the case studies, the results that were found when the tool was implemented and the conclusions about the impact of the projects on the social capital of the area that can be drawn as a result of using the tool. From the case study investigation, the success of the Prove It! tool can be assessed in terms of its effectiveness for measuring change in social capital.

1.2 Case Study 1: Quaggy River, Sutcliffe Park, Lewisham, London

The Quaggy River is a tributary of the Thames that is located in south London, England. For part of its length, the Quaggy River runs in an underground culvert through Sutcliffe Park, which is bordered by the Ferrier Estate. The residents of Ferrier use Sutcliffe Park for recreation and amenity. In April 2003, the Environment Agency started work on a flood alleviation scheme for the river which involves removing the culvert so that the park can be used to store water in flood events. This daylighting of the river and associated landscaping of the park is intended to improve the river environment and enhance ecology and amenity. The river works were completed in June 2004.

The work carried out on the Quaggy river has a significant impact on the living environment of the residents of the Ferrier Estate. The construction phase to release the Quaggy from its underground culvert into a reconstruction of its original course was begun abruptly without due warning to communities of the impending construction and without input from the local people about the best way to proceed. Loss of recreation area and free space for the use of local people was not discussed beforehand and although barriers and pathways were provided they were sometimes inappropriate and even caused hazards. Local co-operation was impaired by this lack of forethought, participation and sensitivity.

The only reliable source of information for households on the estate is the Ferrier Independent produced and delivered by the Ferrier Residents Action Group (FRAG). The Ferrier Independent is therefore a good medium for publicising the Quaggy River project of enhancement in Sutcliffe Park to the local community.

Although communication between the Environment Agency and the community got off to a poor start this task was tackled by Jen Hurst who was appointed in June 2003 by the Agency to work with a number of grassroots organisations, including:

- FRAG, the Ferrier Residents Action Group
- Courtland Action Group
- Page and Ferrier schools
- New Horizons
- play groups

- The Learning Alliance
- the shops and the Library Greenwich MENCAP
- Greenwich Parks Outreach Officer
- South Greenwich Volunteers
- Ferrier Youth Group
- Middle Park Art Reach
- Quaggy Waterway Action Group(QWAG)

Jen left her post in October 2003 and Vic Richardson took over the responsibility until July 2004 when the Agency reduced their involvement with public engagement.

From the public engagement activities that Jen Hurst and Vic Richardson carried out, the Environment Agency had an increased knowledge about the priorities of the community and their hopes and concerns about their urban living environment. The concerns of the local community representatives FRAG relating to the park cover a range of issues, the main ones being:

- Involvement of the community and or their representatives in development plans for their area
- Involvement of teenagers and youths in such areas as Art-work , planning, and wildlife projects
- Safety, particularly of younger children particularly around issues of visibility, barriers to entry to water and supervision
- Maintenance and how long-term financial commitment of local authorities can be secured.
- Security and management to avoid vandalism, crime and antisocial behaviour

These issues take place against a background of discontent on the part of local Ferrier people about the way in which the various authorities that interact with them fail to recognise the social character of the neighbourhood or to build on existing social networks. There are also tensions between the residents of the Ferrier estate and neighbouring areas, which means that they are less likely to use the next nearest facilities such as tennis courts and football fields at Eltham because they are not comfortable in that community environment.

FRAG are of the view that investment in facilities that the community would like will be wasted unless the issue of warden services and security generally are effectively addressed before the park is opened to public use. If these issues are not addressed, 'ownership' of the open space will fall into the wrong hands and vandalism will quickly turn the park into a virtual 'no-go-area'. This will not necessarily detract from the flood alleviation functions but will significantly detract from the neighbourhood and could possibly become a reduction to local amenity when compared to the former football fields.

The Ferrier Feast day, held in October 2003 and organised by FRAG, provided an opportunity for people in the area to volunteer opinions about the new park. People prioritised the provision of swings, followed by provision of a café or refreshment kiosk, toilets and baby changing facilities, a tennis court and a cycle track. The views of these people and the FRAG representatives reflect contrasting, but not contradictory views. The Environment Agency is in some difficulty, as the provision of

the sort of things the community value is outside the remit of their flood alleviation budget. However, as they retain some responsibility for the engineering infrastructure and the planted vegetation of the park for two years from the completion date, it is in their interest to promote sustainable management and popular facilities to guard their investment from vandalism. It is also in their interest to create the community ownership that was neglected at the outset of the project.

The rehabilitation of the Quaggy provides an opportunity for the creation of more social capital as well as improved amenity. This is recognised by FRAG who are anxious that neglect of the concerns they voice, based on long experience of 'projects' in the area, could waste this opportunity.

1.3 Case Study 2: Limekiln Dock, London Docklands

The London Docklands is a historically industrial area that has been redeveloped with the decline of the old industry. The new development has involved building modern offices, apartments, residential facilities and associated enhancements of the river.

The Limekiln Dock area, like most other riverside locations nearby, has got high vertical walls forming the river banks. This creates a problem for ducks on the river as they cannot jump up the walls. Local residents initiated the duck rafts project because the ducks were nesting in balconies and having great difficulties getting down to the river and back up again. The rafts were constructed to provide habitat for the ducks on the river itself.

In 1999 a similar project was attempted, but the raft design was not sturdy enough to prevent it being washed away. For this duck raft project, new rafts have been designed, which take into account the lessons learned from previous mistakes. The new rafts are more substantial, made out of marine ply and recycled timber. 50% of the materials used are recycled, thus enhancing the environmental benefit of the project. The rafts are planted with a variety of species, with the aim of finding the combination of plants that provide good habitat and withstand the conditions on the river.

The rafts were constructed by the Peckham branch of the local probation service, with each raft taking about 100 man hours to build. Local resident then helped to plant the rafts once they had been constructed and now that they are in place they continue to check on their condition regularly. The Limekiln Residents Group, led by Lesley Baldwin, has had a strong involvement in the project.

The first raft was launched in April 2003 and was colonised immediately, proving a great success. The second raft was launched in December 2003 and there is a third planned for August 2004. The two rafts so far have been successful in that they remain in the water and are colonised by ducks, thus providing essential habitat. However, not all of the plants that the rafts were planted with have withstood the river conditions; about 40% of the plants have been washed away. The lessons learned from the limitations experienced with the first two rafts will be used to inform the design and planting of the third raft.

The aim of the project was to improve the habitat for ducks and improve the amenity and interest value of the River Thames at this location. The project has been such a success that there are plans to construct five more rafts to be placed elsewhere on the Thames in neighbouring areas.

2. Evaluation Methodology

2.1 Testing Prove It!

The Quaggy River and Limekiln Dock projects were used to test the Prove It! tool for measuring the impacts of the project on social capital. Prove it! will be used to try to measure change in peoples' social networks, trust and motivation to join in. It does not necessarily measure the success of the activity in providing improved amenity. It could be argued that social capital is increased by uniting people to demand information about what is happening in their local area and by providing projects that can be used to involve youth and school children. However there is the opportunity to reap much greater and more sustained benefit if additional funds can be found to address the social and community issues.

2.2 Quaggy River Prove It! Procedure

There have been various initiatives to engage the community and facilitate public involvement in the projects improving the the Quaggy river through Sutcliffe Park, from consultation on suitable landscaping to community art projects. Prove It! was used to measure social capital at an interim stage in this process. Questionnaires were carried out on sixteen local residents.

The URBEM project team was introduced to FRAG community representatives by the Environment Agency Outreach workers. These FRAG members were able to give an indication of the view of the residents before the Quaggy River project started and then during its various stages of development. The method of engaging individuals for interviews with the Prove It! questionnaire was to speak to people to whom we were introduced by the FRAG representatives, so all people questioned had been involved in the project or consulted about it in some way.

2.3 Limekiln Dock Prove It! Procedure

Limekiln Dock is an area of continual action under the Thames 21 initiative that aims to improve the river environment and encourage urban renaissance. The duck rafts project contributed to the wider activities that are ongoing in the docklands area.

The URBEM interviewers had difficulty in identifying the individuals that had taken part in the construction of the duck rafts, largely because the scale of the project was relatively small so did not involve a large proportion of the local population.

Again, the Prove It! questionnaires were used, with the aim of targeting residents that had been involved in the duck rafts project. However, due to the difficulty of finding a time when people were in their residence was difficult, so the few questionnaires carried out in person were mostly done on passers by in the street. These people either lived in the area or used the area regularly as a route to get somewhere or as an amenity in itself. Some of the people questioned, therefore, were not necessarily involved in the construction of the duck rafts but they could benefit from them nevertheless. Questionnaires were also posted to people's addresses and a number of these were returned, by residents with varying levels of involvement in the project. In total, results were collected from fourteen interviewees.

3. Findings and Conclusions

3.1 Overview

This section analyses the findings from using Prove It! on both of the case study projects and assesses how good Prove It! was as a tool to carry out the investigations into measuring the social capital generated by the projects and the associated public participation.

Prove It! is designed to measure the change in social capital by surveying people both before and after a project involving public participation takes place. The main limitation with this study is that this was not feasible within the timescale of the URBEM project. The Quaggy River scheme had already begun at the time that this work for work package 7 took place, and the Limekiln Dock project is continuing work.

Despite this limitation in the investigation, Prove It! is still able to assess the level of social capital at the time at which the questionnaire was carried out, and from more in depth discussion with residents, it is possible to gain a picture of how this has changed as a result of the project.

The analysis has been carried out by inputting the survey results into the spreadsheets supplied in the Prove It! action pack. Graphs are automatically generated and are shown below to illustrate the findings of the study.

3.2 Results from the Quaggy River questionnaire

Demographics

In discussing the results of the questionnaire, it is useful to have in mind the demographics of the population interviewed. 50% of the people interviewed preferred to use a language other than English, which has significant implications for the practical difficulties that the Environment Agency might have in engaging people. If publicity and participation experiences that are provided are only in English, this does not have the potential to reach the whole population.

From the employment status demographics it can be seen that there are high levels of unemployment (38%) and retired (15%) so these people are likely to make more use of public space during the week days. Most of the people interviewed were between 25 and 44 years old (75%) and slightly more women than men were questioned. 60% of people did not own a house in the community, since they are mostly council tenants. The ramification of this is that they are less likely to have a financial interest in the enhancement, prosperity or success of the area, and therefore potentially would take less ownership of local public spaces. A fairly high proportion (31%) had a disability which may influence their use of public open space.

Amenity Value

When asked whether the river contributes to the economic wellbeing of the area, most people were unsure how to answer or said that it did not. However, as shown in figure 3.1, most people did think that the river improved the quality of life in the area.

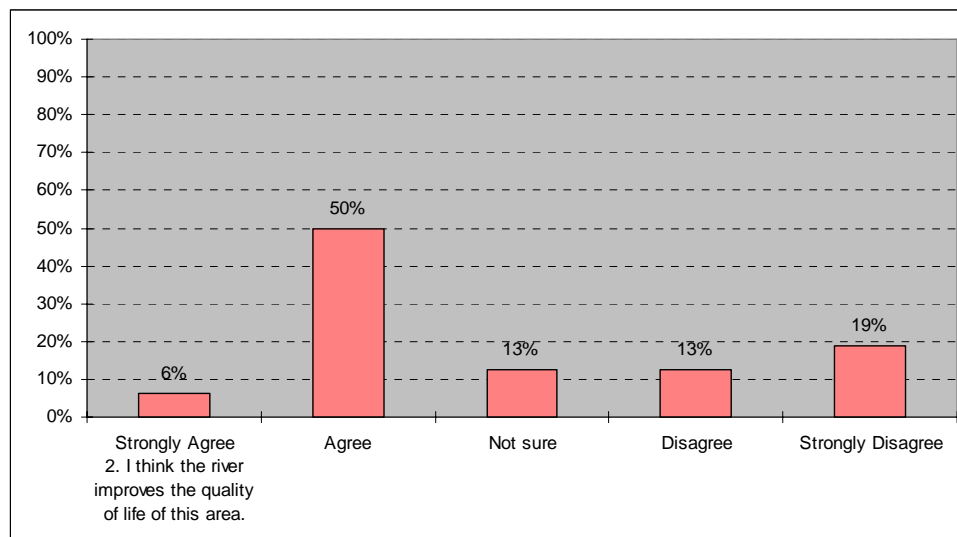


Figure 3.1 View of river and quality of life

Most people were unsure or did not think that the river helped to connect with local history or provided much wildlife benefit. 63% thought that the river area is attractive. There was a mixed response to whether people used the river for relaxation and the majority do not use it for water sports, nature watching or socialising. However, it is used by 66% of people for exercising (see figure 3.2).

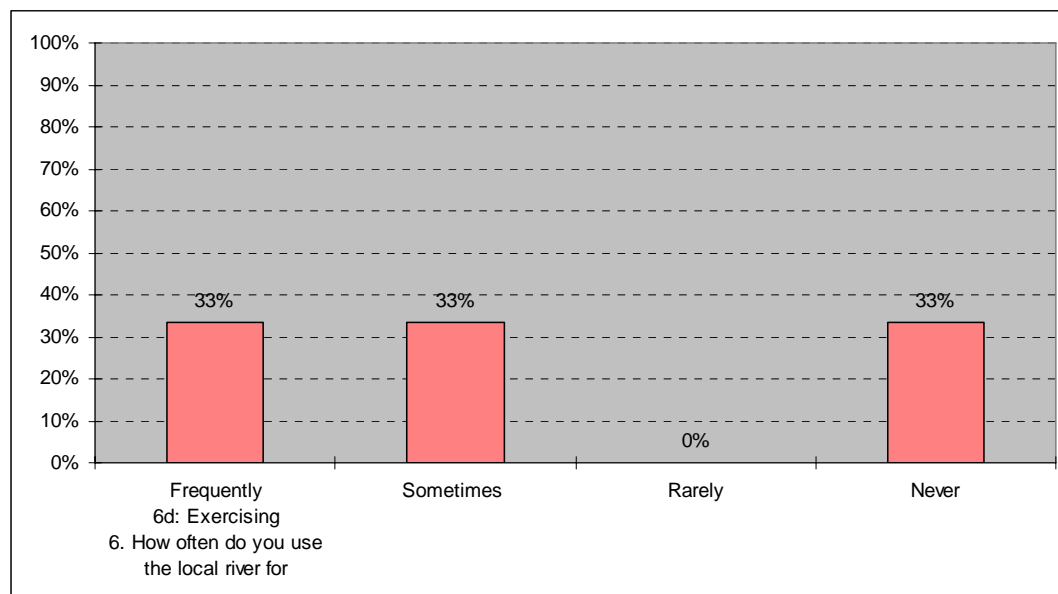


Figure 3.2 Use of river area for exercising

An overwhelming 100% think that the river is not well lit, which contributes to 63% of people not feeling safe from crime when they use the river. 73% think that the pathways are accessible, and there was a mixed response to whether they feel safe from falling in to the river.

Social Capital

75% of people questioned did not feel able to help improve their river environment, so there is obviously still the strong opinion that this is the Environment Agency's responsibility. A huge majority of people did not know who to contact if they wanted help to change their river environment from all organisations on the question list; local community groups, local authorities, among local residents and national water agencies.

When asked about who they met when using the river, a significant majority, if not all, of the respondents answered that they did not meet people they didn't know before, members of local authorities, or people from other communities. 71% of people said that most of their friends did not live in the area.

60% of people thought that other residents in the area did not act in their best interest and 55% of people thought that the local authority did not act in their best interest. Despite these answers, 57% of people thought that people in the area are willing to help each other out.

93% of people had not been involved in a river restoration project before and 56% of people were not enthusiastic to be involved in one in the future.

Conclusions

The overall results from the survey show that at the time it was carried out, there was not particularly high social capital in the Ferrier Estate. There are a few possible causes for this:

- Social capital may be low due to generally poor management of their living space-impending redevelopment of the area reduces the sense of local community or belonging.
- The river enhancement project is not complete and people will not necessarily have a vision of what it could be.
- The public participation techniques are not far-reaching enough or are not being effective with the people that are involved.

The views and perceptions of the public are influenced not only by the actual river improvement work itself, but the extent to which the individuals have been engaged in the project. There is potential for measuring the change in social capital by re-surveying the residents now that the river enhancements are finished.

It is disappointing that the public participation efforts were not more successful at generating social capital, however, from interviewing the people engaged in the process it was evident that they were pleased with the opportunities for being involved. If Prove It! had been used before the project started, it may well have been shown that there was an improvement in social capital.

3.3 Results from the Limekiln Dock questionnaire

Demographics

92% of the people interviewed preferred using English. 57% of people were employed and the majority of people were between 25 and 59 years old. The majority of people (71%) did own a house in the community and nobody suffered from a disability.

These demographics reflect an affluent population with little or no representation of minority groups. The fact that most people used English and were not disabled means that participation methodologies are going to be more easily applied than in a situation where the population has more of an ethnic mix.

Amenity Value

In contrast to the Ferrier results, 86% of people questioned think that the river contributes to the economic wellbeing of the area and 79% of people think that it improves the quality of life in the area.

All respondents thought that the river provides a way of connecting with the area's history, see figure 3.3. This is probably due to the strong influence of the river in

determining the areas land use in the past- the area was traditionally covered by industry that was dependant on the river.

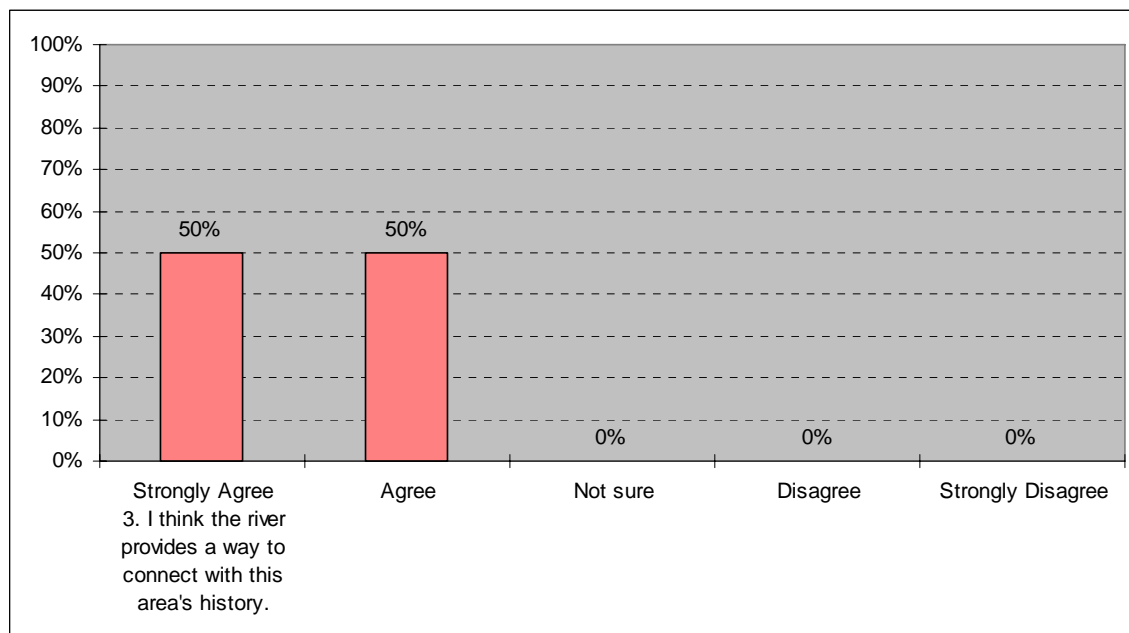


Figure 3.3 Connection to local history

The views on the rivers provision of amenity were in general, positive. 64% thought that the river provided wildlife benefit, 85% thought that the river area is attractive, 100% of people used that river for relaxation, 69% used the river for nature watching and 78% used the river for socialising. A minority of people also used the river for water sports or exercising.

The majority of people thought the river was well lit, that pathways were accessible and that they felt safe from falling in. However, most people did not feel safe from crime.

Social Capital

There was a mixed response to the question on whether they felt able to improve their river environment (see figure 3.4).

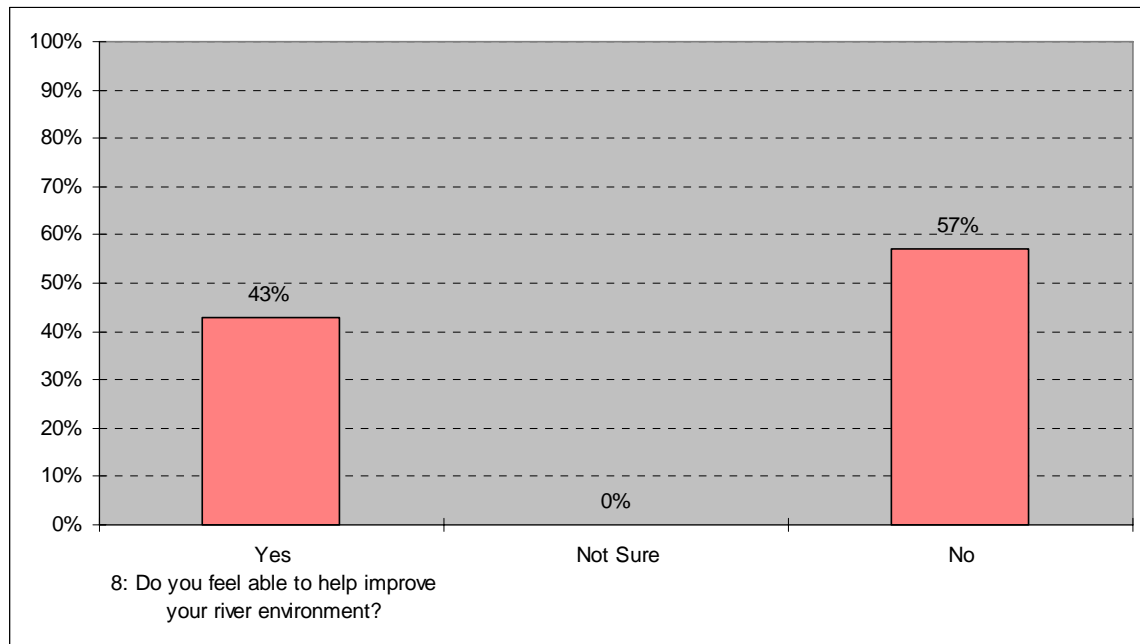


Figure 3.4 Participation in improving the river environment

When asked about whether they knew who to contact in a various organisations if they wanted to improve their river environment, there was a mixed response. Most people did not know a contact in local community groups or local authorities, but about half of those questionned did know other local residents or national water agencies that could help.

While using the local river, people do have the opportunity to meet people they did not know before, see figure 3.5.

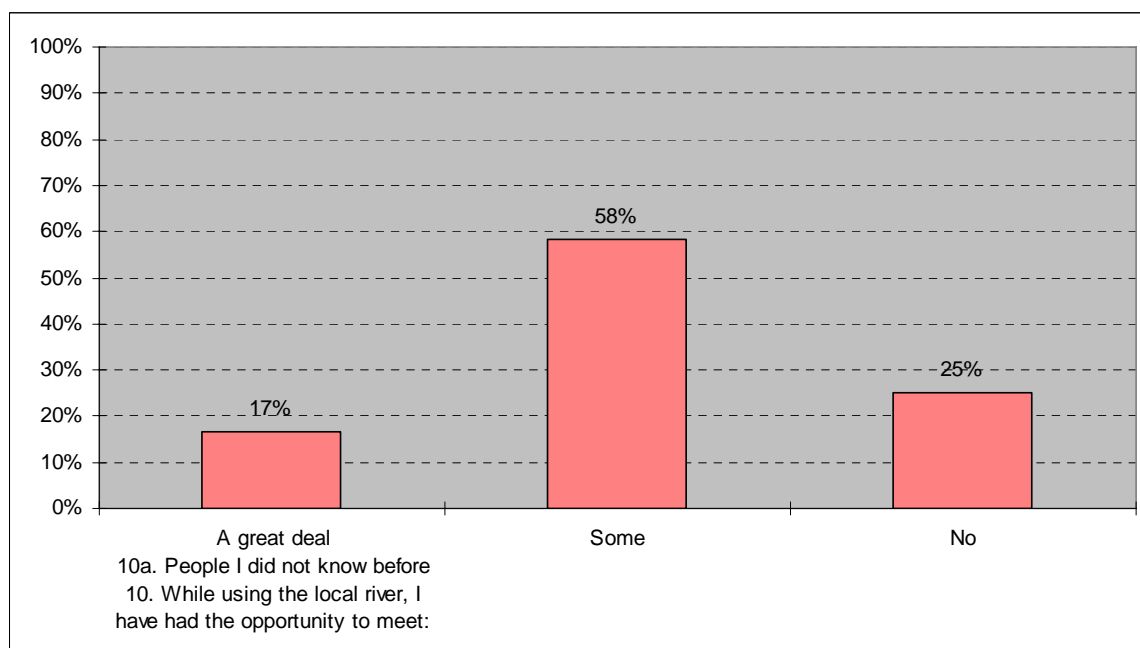


Figure 3.5 Meeting people they didn't know before

Most people said they did not meet members of local authorities, and about half and half met people from other communities.

Most people said that the majority of their friends live in other areas. Between 60 and 70% of people thought that the other people in the area and the local authority do not necessarily act in their best interest. Most people answered that people in the area are willing to help each other out.

more than two thirds of people had not been involved in a river restoration project and about half of people did have an interest in being involved.

Conclusions

The Prove It! questionnaire results show that there is a high level of social capital in the Limekiln Dock area. Attitudes towards the river are positive, with good general impressions about the overall river environment. The answers under the social capital section were reasonable as well, so projects such as the duck raft project is likely to have made some impact.

3.4 Discussion on effectiveness of Prove It!

This study aims to benefit URBEM by using this analysis of these case studies to assess the usefulness of Prove It! as an evaluation tool to measure social capital.

The findings from the two case studies above show that fairly comprehensive conclusions can be made from using Prove It! questionnaires to collect public opinion about the river environment and their level of engagement with river projects.

A limitation of this study was that the number of people sampled was really too small to draw good conclusions about the opinion of the whole population of the community, so the findings can only represent those people surveyed. In addition, this study did not carry out questionnaires at different times to measure any change in opinion.

Prove It! was an easily applicable methodology, that was quick and effective. It was useful in gaining an overall picture of the views of local people and was able to provide some measurement of social capital.

One difficulty with using Prove It! to assess the success of any single project in terms of improving social capital is that the questionnaire does not allow for the influence of a range of factors on social capital. It assumes that other issues that affect the living environment of people are constant. In the Ferrier Estate this was not the case, and the low social capital is influenced significantly by the relocation of most residents. The efforts of the river enhancement project is therefore unlikely to reverse the ill-feeling associated with these other problems. Also, on the Limekiln Dock case study, it is difficult to tell whether the social capital is high because of projects like the duck raft construction or whether it is high because of the urban regeneration in general.

For these reasons, the Prove It! questionnaire should be supplemented with more in depth discussions and interviews with people, to gain a better picture of the issues and concerns facing them.

For the two case studies presented here, the more in depth discussion with people did show that the river projects and the Environment Agency's efforts to engage people did have some impact on improving social capital in the area. This supplemented the responses to the Prove It! questionnaire and made it possible to draw some good conclusions about the social capital despite the fact that the questioning was not carried out over separate occasions.

The findings of this study can be summarised as follows:

- enhancing the river environment in Sutcliffe Park has had a mixed response from the local residents in terms of assessing the benefits of the project
- the public participation methods in the Ferrier Estate have had some success, but improving social capital relies on a holistic approach to urban renaissance
- enhancing the river environment in the Limekiln Dock area has generated good public opinion about the river
- the public participation schemes in the Limekiln Dock area has improved social capital
- the Prove It! tool was partially successful in measuring social capital and it is expected that it would have been more than adequate at measuring change in social capital, had the questionnaires been carried out on different occasions, before, during and after the projects.

This study therefore concludes that Prove It! is a useful tool for measuring social capital.



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Urban River Basin Enhancement Methods

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Survey Liesing Brook.

A contribution for work package 7, Social Appraisal Tool

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1. Preface

This paper reports on the testing of the social appraisal tool “Prove It!” developed by the New Economics Foundation.

The case study of the rehabilitation of the Liesing Brook in Vienna was selected as it contains several interesting aspects:

- A former hard-regulated urban brook
- Past and current rehabilitation activities
- Partly heavily urbanised river environment
- Involvement of schools

2. Purpose of the investigation

Within contemporary tendencies of involving citizens in decision-making and implementation of issues concerning their closer environment, urban rivers and their rehabilitation represent an interesting topic. Furthermore, active participation may create various social extra-benefits. This investigation focuses on the following questions – answered by two groups of persons, first, by those using the wider river environment and second by a group who worked voluntarily on several river related issues in an extended school project:

- Which attitudes do citizens have towards the urban river and its rehabilitation?
- Is the new river environment visited more frequently and how do people use this area?
- How do citizens evaluate issues related to river-rehabilitation?
- Are people willing to participate in projects concerning their river and environment?
- Are there any social extra-benefits of river-rehabilitation and participating?

3. Description of the case study

The Liesing Brook is passing about 18.5 km in two southern Vienna city districts. The rivulet runs in a natural state in the upper reaches, while it is surrounded by dense to medium dense urbanized areas and some green spaces in its lower plains. Before the industrialisation, floods governed the utilisation of the valley so the old village centres developed in respectful distance to the brook. With the expansion of industry in the 19th century, the floodplains were drained and first regulation works were undertaken. The influx of municipal sewage caused diseases and epidemics. In the 20th century, the dominating land uses changed from industry to residential purposes and transport infrastructure.

In order to prevent inundations, a continuous regulation with solid rock embankments was constructed from 1947 to 1969. Initial river enhancement works focusing on water quality improvement and the re-establishment of natural conditions were carried out in the 1980ies; in the 90ies these activities were intensified. Currently, ecologically oriented re-construction works are being conducted in downstream reaches among others founded by the EU-Life program.

Rehabilitation activities

Activities were undertaken in several temporal phases, and a number of actors were and are still involved in different river domains.

The ongoing rehabilitation works on the Liesing Brook conducted by the Vienna City Council's Hydraulic Engineering and Waste Water Department focus on following goals (Magistrat Wien, 2001 & 2003, Kollegium Kalksburg, 2001):

- Improvement of the water quality and gained self-purification in a nature-like brook
- Active and passive flood protection
- Habitats for plants and animals
- Recreation

These goals are stepwise achieved by a combination of measures focusing on the re-organisation of the former wastewater separation system e.g. with a collector channel and a modified treatment plant, the re-construction of natural brook structures like the variation of widths and depths, nature-like bank reinforcement, typical bed sediments, currents and riparian vegetation and many others. The interdisciplinary planning team considered also the recreational use of the new green areas and the access to the water.

Citizens are informed on these activities among others by folders, web sites, events and helpful literature in an information centre, opened in summer 2003.

The 800-meter reach close to the “Willergasse”, reconstructed in 1997 serves as an example for both, river-rehabilitation and the involvement of a group of interested people.

The participative activities of the project “The Living Liesing” were started in 1998, as the river rehabilitation works conducted by the city council left a deficit of public information, awareness of the improved brook environment and site aesthetics. A committed group of teachers of the “Kollegium Kalksburg” realized this as a chance for taking action. The work with pupil contribution (age 10 to 18) covered among others the design of a park, a sculpture, information boards and cleanups. These activities were carried out in regular lessons, special seminars and in the spare time. The Activities were undertaken during several thousand voluntary working hours of teaching staff and interested students and had wide impacts as awards, newspaper reports, and invitations to national and international exhibitions. The project had positive impacts on the school, the municipality and of course, the local residents. It is worthwhile to mention, that the success of this project bases on the voluntary initiative of the teaching staff, which was supported from the very beginning by individuals in the Vienna Municipal Hydraulic Engineering Department and the head of the district council. A greater number of private sponsors supplied money, working time- and material and reduced material prices.

Concerning Social Capital, the school and its teachers started from a relative high level. Among others, objectives of the school philosophy and also this project were to show the pupils, that they could positively change their closer environment, to experience the river nature during applied environmental education, to gain sensibility for the environment and to inform the general public on river rehabilitation. However, the concentration on the environment, the brook and its interaction with human activities contributed to an integrated way of thinking, which was demonstrated on a real-life study covering nearly all school subjects.

4. Survey

The survey was undertaken using a standardized questionnaire and an additional qualitative analysis of free statements. Interviews with the “general public” were carried out from Monday, March 15 to Wednesday, March 24 on two sites of public interest close to the rehabilitated brook: The first site, called “Liesinger Platz” is a square next to a public transport node over the culverted brook with numerous shops and services. The second site is located in front of a department store at the “Willergasse” close to the river. Both places are used by a great number of people, which may be seen as potential users of the rehabilitated river environment. Sites located directly at the river were not selected for this investigation as it was intended to include also persons with a critical attitude to river rehabilitation and those who do not use the new brook environment. The anonymous interviews were conducted by BOKU-students on different days of the week and during different daytimes. During one week, the weather was mostly warm and sunny, whereas bad conditions accompanied the second week. The selection of interview partners used the district’s and the city’s population statistics as guidelines. Therefore the respondent’s age, possession of the Austrian citizenship, gender and subsistence were noted.

Questionnaire

The standardized questionnaire was based on the „Prove It!“ surveys developed by NEF. A series of questions for the evaluation of specific goals was added in order to establish a draft. This draft questionnaire was tested in a preliminary survey session with pedestrians, which resulted in three main adaptations: The questionnaire was made shorter, fitted to one A4-sheet and some questions were deleted, because local people could not link these issues to the urban river rehabilitation or these topics were already covered by other questions. In particular, these questions were deleted:

Best translation	Original question
Do you agree: The rehabilitation of the Liesing Brook increases the attractiveness of the area.	Können Sie dieser Aussage zustimmen: Die Revitalisierung des Liesingbaches erhöht die Attraktivität der Gegend.
Do you think that people in this area act in your interest?	Glauben Sie, dass die Leute in dieser Gegend in Ihrem Interesse handeln?
Are people in this area willing to aid one another?	Sind die Leute in dieser Gegend bereit sich gegenseitig zu helfen?
Are the rehabilitated river reaches sites of meeting people?	Sind die revitalisierten Gewässer-Abschnitte Orte der Begegnung?

As the latter three questions aim on social capital, it may be gathered from the experience, that residents found no connection with the brook revitalisation, that the creation of a nature-like river reach by professionals had little influence on thrust and networks among local people.

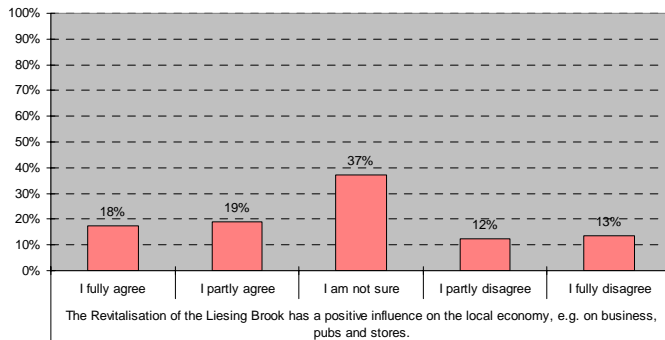
Questions & Results

In total 193 interviews with passers-by were conducted and 27 interviews with participants, among them 5 teachers and 22 pupils. Each interview took about 5 to 10 minutes, in some intervals of up to 30 minutes none of the pedestrians was willing to give an interview. The total amount of work including quantitative and qualitative analysis of approximately 70 interviews took about 4 - 6 hours. About each second to fifth pedestrian was willing to take part in the survey. The samples of passers-by and participants were quantitatively analysed separately and in common depending on the asked issues, as exhibited in the following paragraphs. A qualitative summary of the collected statements is listed.

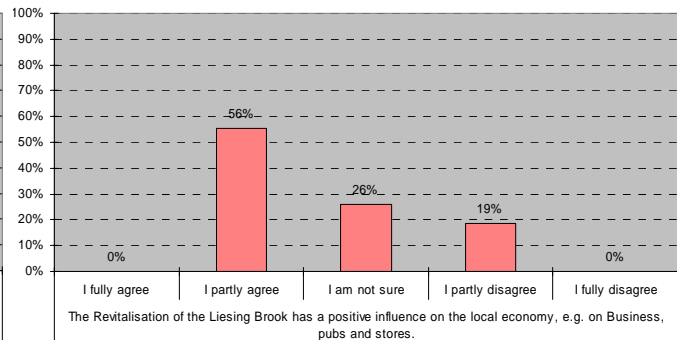
Questions 1 – 4 ask for the agreement to statements of general character.

1.	The Revitalisation of the Liesing Brook has a positive influence on the local economy, e.g. on business, pubs and stores.	Die Revitalisierung des Liesingbaches wirkt sich positiv auf die lokale Wirtschaft wie z.b. auf Gewerbe, Lokale und Geschäfte aus.
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Pedestrians



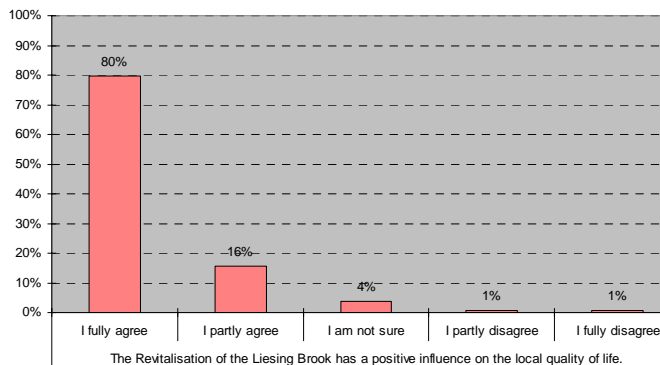
Participants



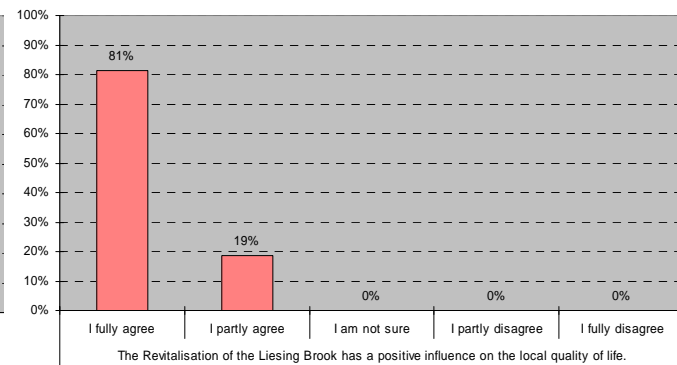
Many respondents could hardly connect the issues local economy and brook revitalisation. Therefore, further explanations had to be given. Few demanding statements for more pubs were raised.

2.	The Revitalisation of the Liesing Brook has a positive influence on the local quality of life.	Die Revitalisierung des Liesingbaches wirkt sich positiv auf die lokale Lebensqualität aus.
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Pedestrians

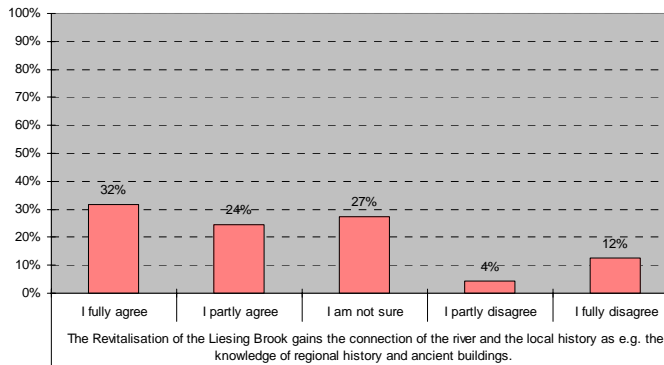


Participants

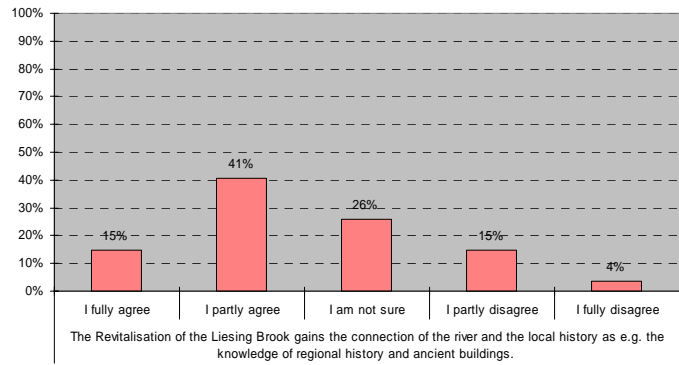


3.	The Revitalisation of the Liesing Brook gains the connection of the river and the local history as e.g. the knowledge of regional history and ancient buildings.	Die Revitalisierung des Liesingbaches stärkt die Verbindung von Gewässer und lokaler Geschichte wie z.b. dem Wissen über die historische Entwicklung der Region oder alte Bauwerke.
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Pedestrians



Participants

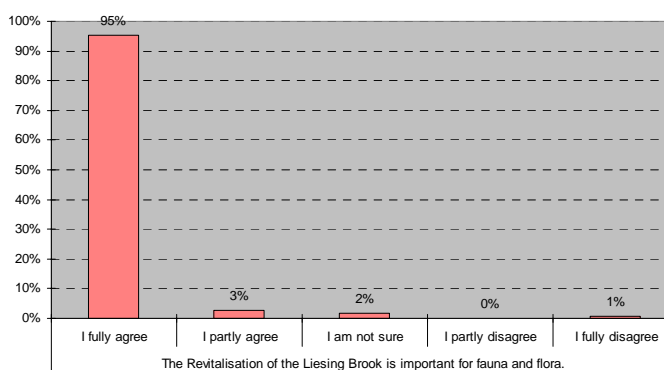


Some respondents could hardly connect the issues local history and brook revitalisation. Further explanations had to be given frequently. This is underlined by a teacher's comment that only some elder residents know how the brook looked before the regulation. This reconstruction of childhood - memories is named as a reason for positive attitude towards the revitalisation.

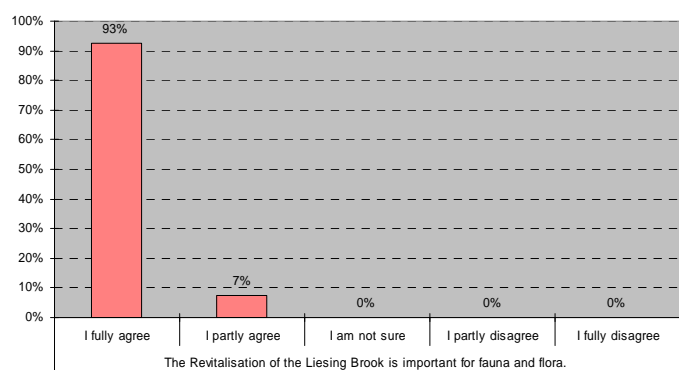
However, the historical development of the local brook area is part of the information campaigns.

4.	The Revitalisation of the Liesing Brook is important for fauna and flora.	Die Revitalisierung des Liesingbaches ist wichtig für die Tier- und Pflanzenwelt.
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Pedestrians

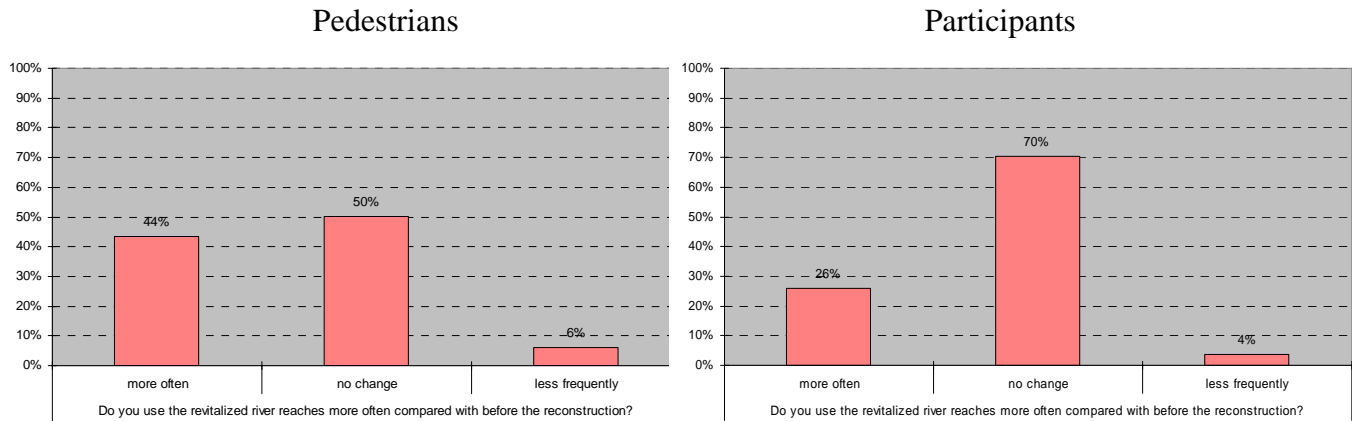


Participants



Questions 5 and 6 ask for the utilisation of the revitalized river reaches

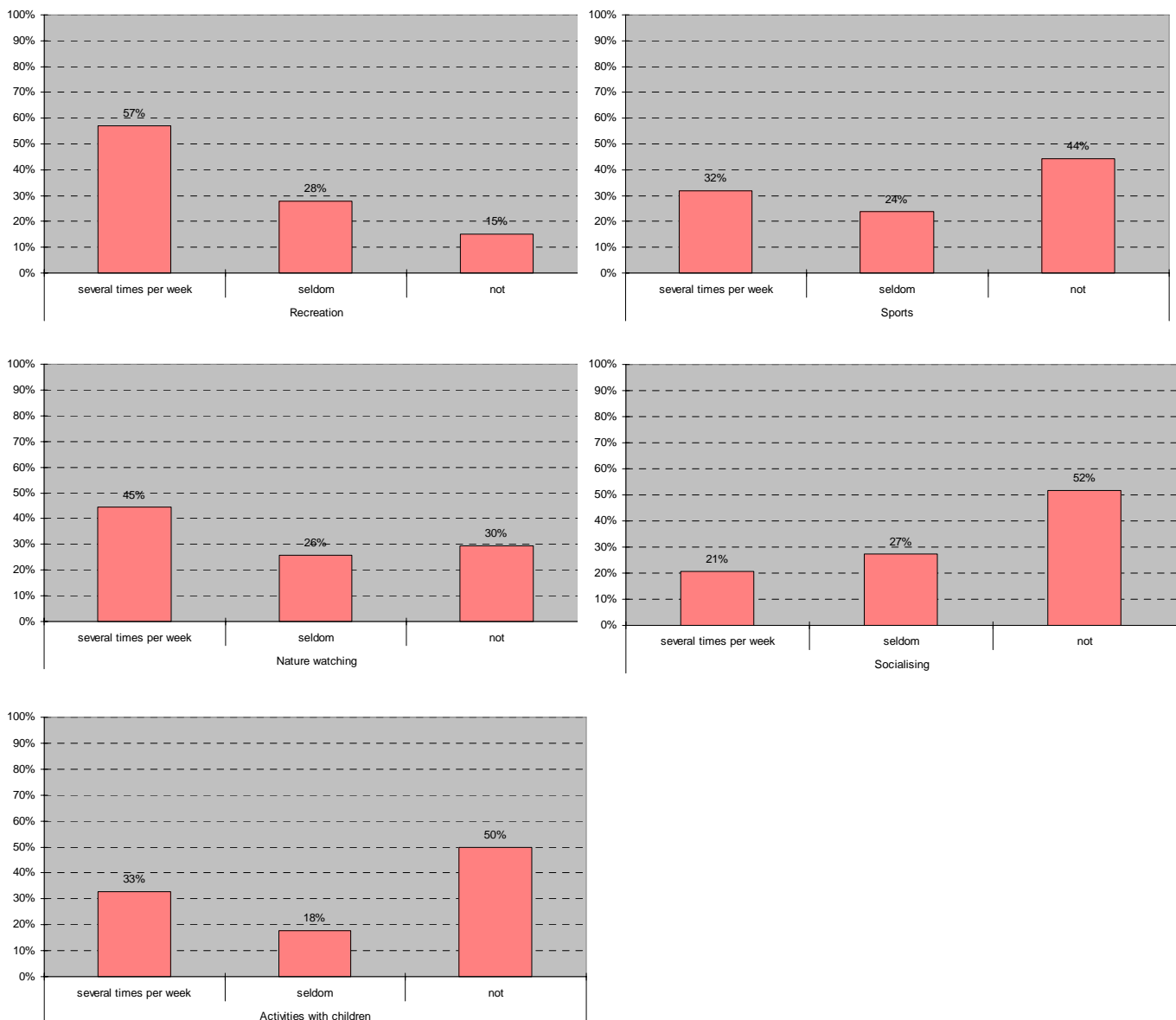
5.	Do you use the revitalized river reaches more often compared with before the reconstruction?	Nutzen Sie die revitalisierten Gewässerabschnitte häufiger als vor dem Umbau?
----	--	---



96 % of the pedestrians live or work in the brook area. Many participants commented that they would use the new brook more often, if they lived in this area. This becomes also evident from the frequency of activities at the brook, where many do not use the river at all.

6.	Do you use the revitalized reaches the following way?	Nutzen Sie die revitalisierten Gewässerabschnitte auf folgende Weise?
a)	Recreation	Erholung
b)	Sports	Sport
c)	Nature watching	Natur beobachten
d)	Socializing	Leute treffen
e)	Activities with children	Aktivitäten mit Kindern

The following figures show the preferred activities of the pedestrians, as the greater number of the participants live outside the brook area. Still, nature watching followed by recreation and sports are rather among the participant's utilizations of the revitalised river reaches.



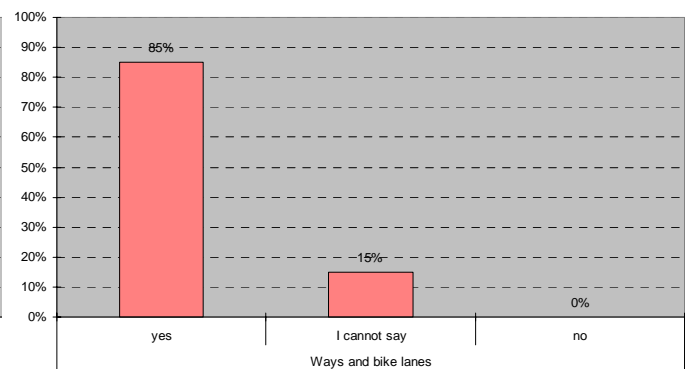
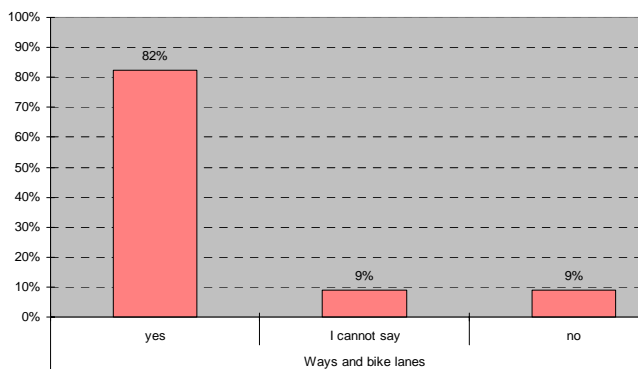
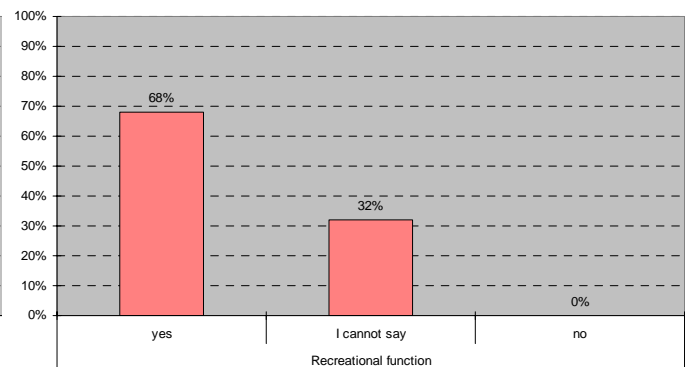
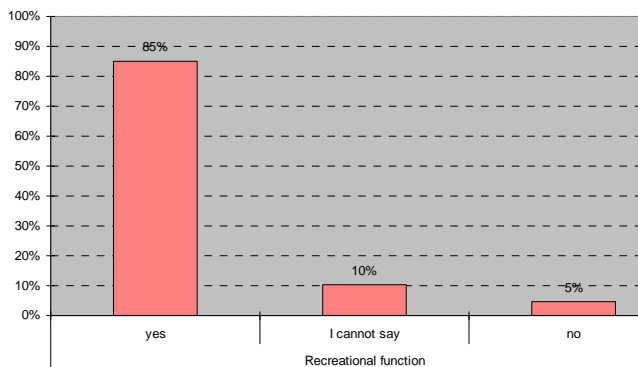
Question 7 asks for the contentment with particular measures and functions of the revitalized river reaches.

7.	Are you contented with these measures and functions of the revitalized river reaches?	Sind Sie mit folgenden Maßnahmen und Funktionen im Bereich der revitalisierten Gewässer zufrieden?
a)	Recreational function	Erholungsfunktion
b)	Ways and bike lanes	Geh- und Radwege
c)	Green areas in the district	Grünfläche im Bezirk
d)	Place for playing	Platz zum Spielen
e)	Access to the water	Zugang zum Wasser
f)	Clean water	Sauberes Wasser
g)	Safety from floods	Schutz vor Hochwasser
h)	Safety from crime	Sicherheit gegenüber Verbrechen
i)	Illumination	Beleuchtung
j)	Access ways	Zugangswege
k)	Information	Information

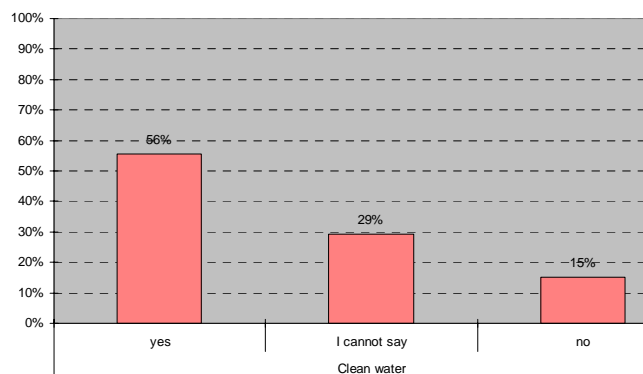
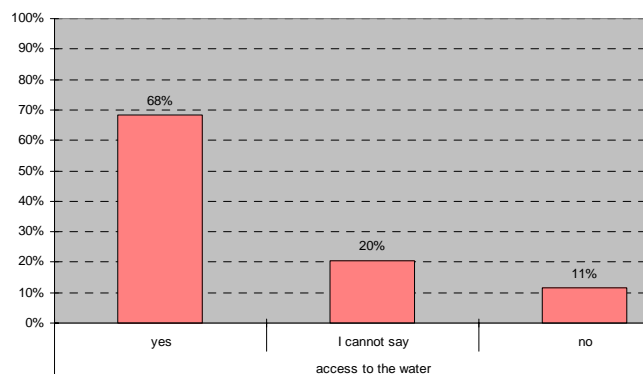
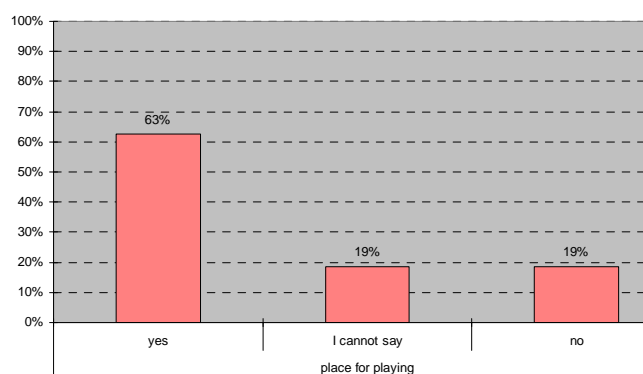
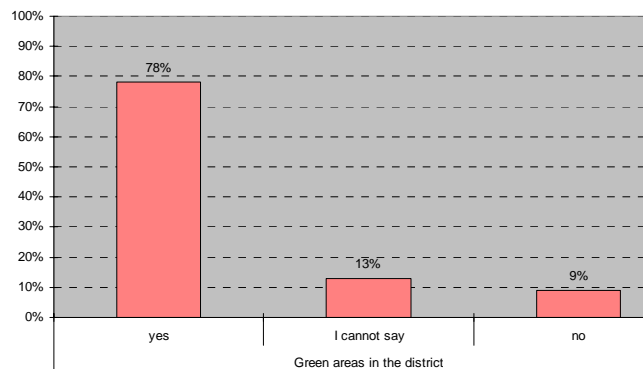
The graphical exhibition separates pedestrians and participants in order to show where their answers coincide or deviate.

Pedestrians

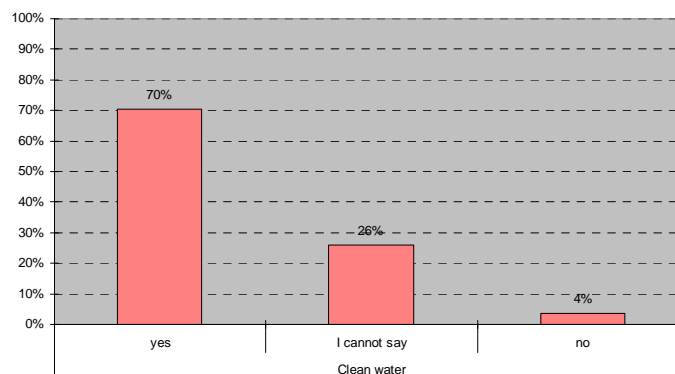
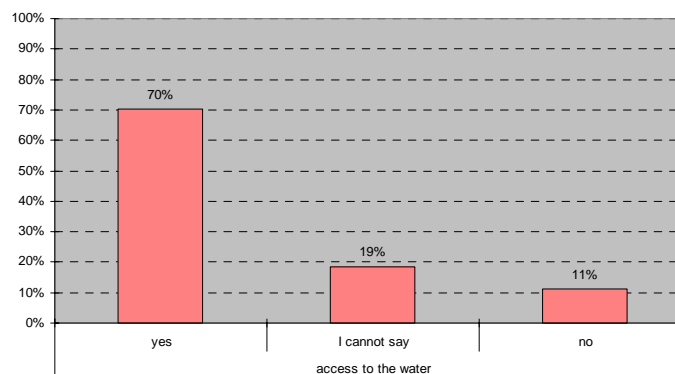
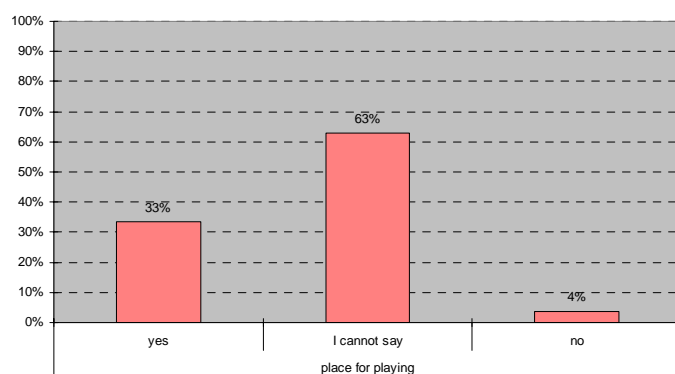
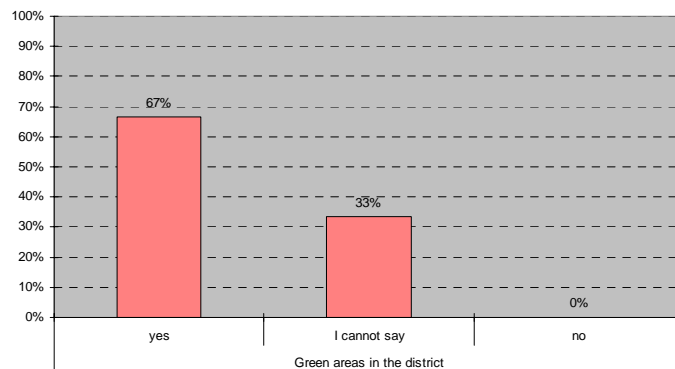
Participants



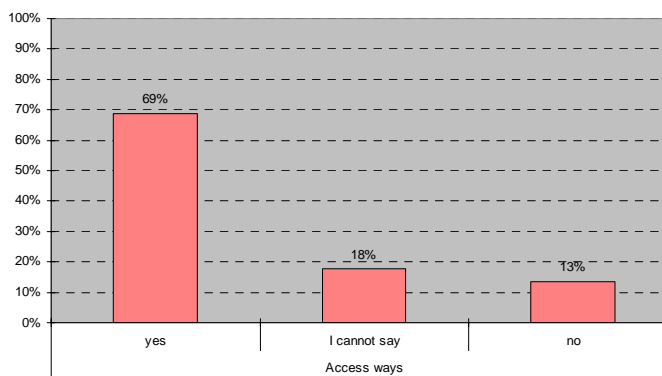
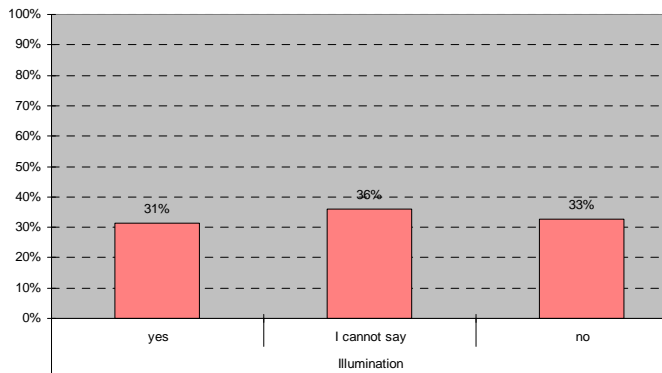
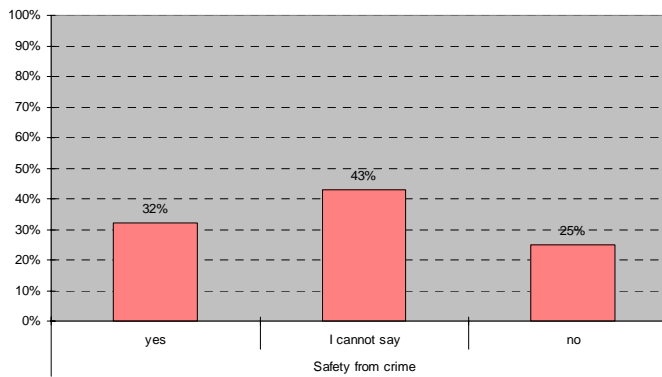
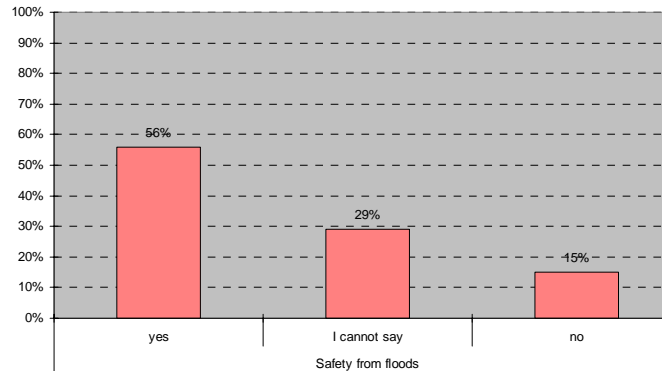
Pedestrians



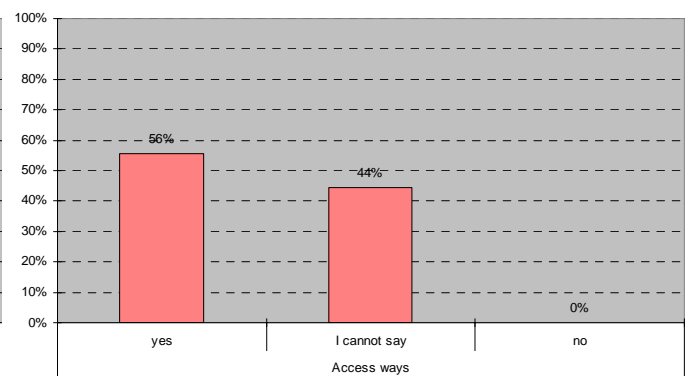
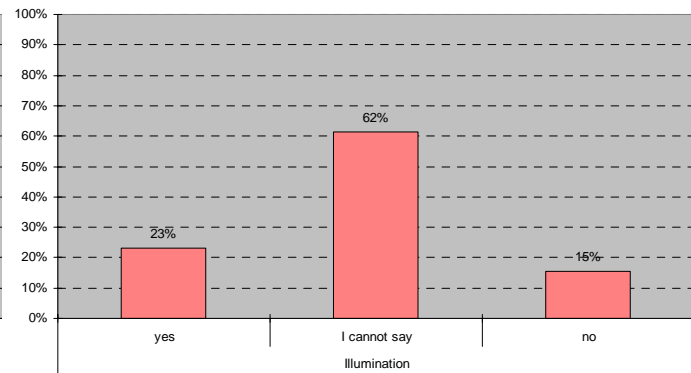
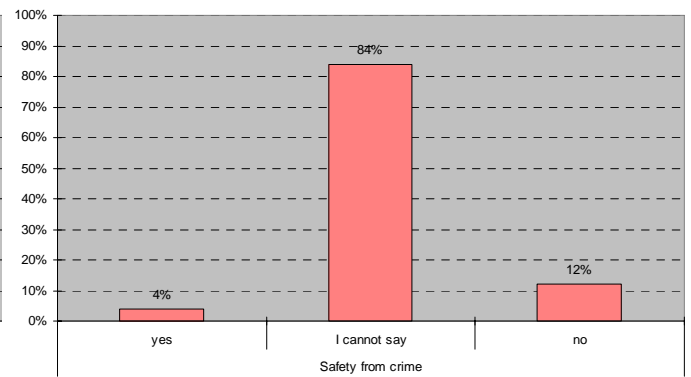
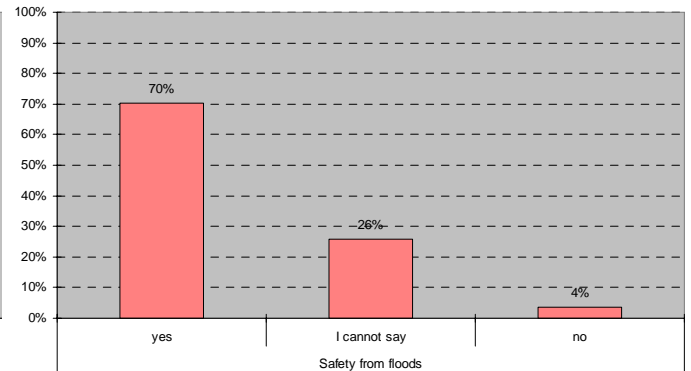
Participants

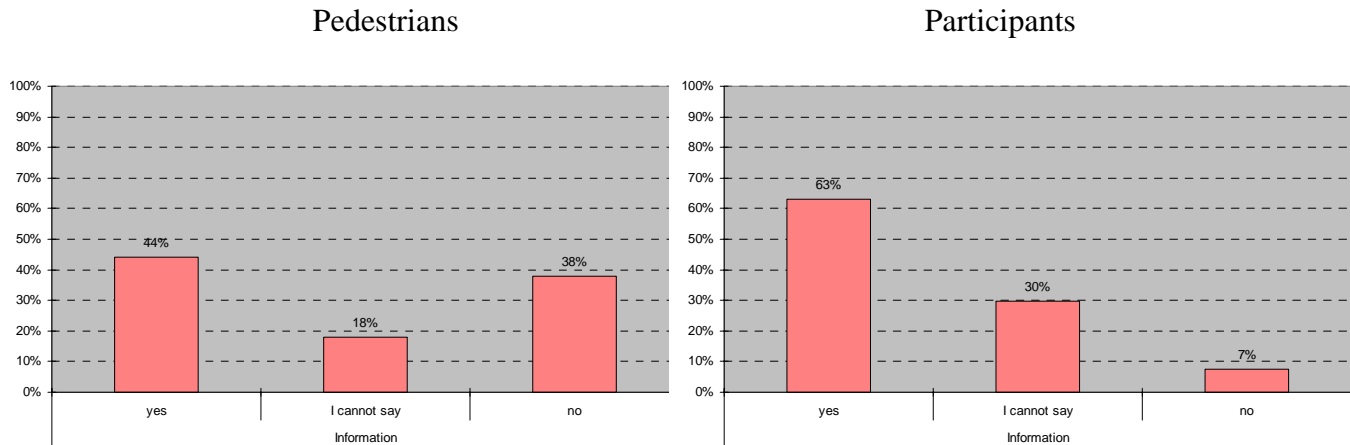


Pedestrians



Participants





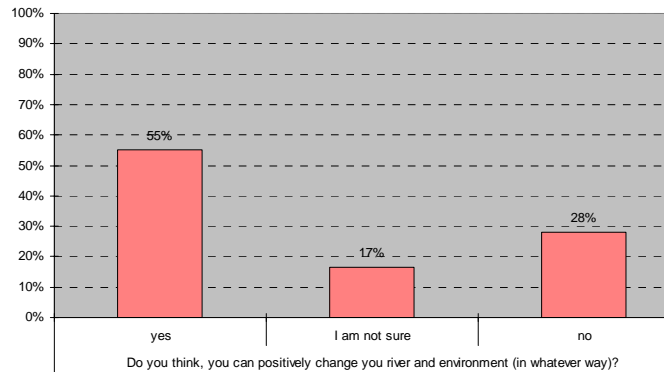
Free statements of both interviewed groups concerning measures, functions and problems are addressing the following issues:

- Many respondents mention litter and partly dog's mess as a problem.
- The existing bike-lanes are wished to be connected. Some perceive a common lane for pedestrians and bicyclists as too narrow. A possibility for wheel-chair access was mentioned positively; a path to the water near the playground was desired.
- Many statements concern the wish to extend the revitalisation to presently hard regulated reaches and the demand for more green areas. The willingness for subscribing money in order to accelerate the re-construction was reported to one of the teachers.
- Many different remarks are made concerning the illumination: Some are explicitly not happy, in other areas the situation seems satisfying.
- Concerning the questions on clean water and safety from floods, a greater number of the respondents felt that they could not give an appropriate answer due to their lack of expert knowledge. Some cases of flood damage were mentioned after the re-construction.
- It was mentioned by a greater number of persons, that the changes of the river had little impacts on the safety from crime. For many, this issue is not perceived as relevant. An interviewed policeman told about an encountered dead body; another person positively mentioned the work of the police warning from pickpockets.
- Some persons mentioned the media insufficiently reports about revitalization.

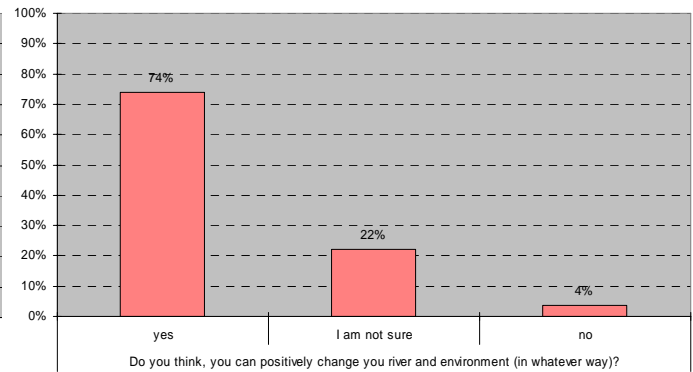
Question 8 – 12 asks for attitudes and activation

8.	Do you think, you can positively change your river and environment (in whatever way)?	Glauben Sie, dass Sie im Gewässer- und Umweltbereich (in welcher Form auch immer) etwas zum positiven verändern können?
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Pedestrians



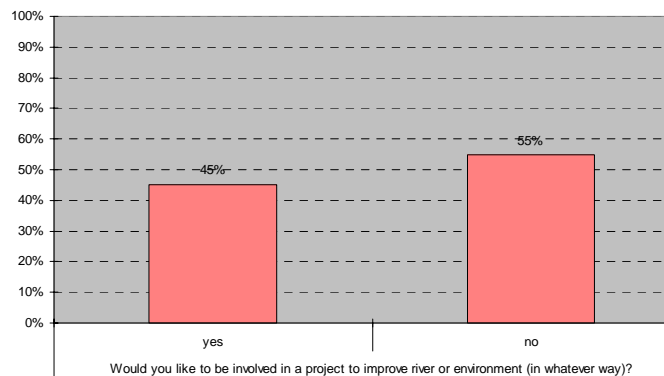
Participants



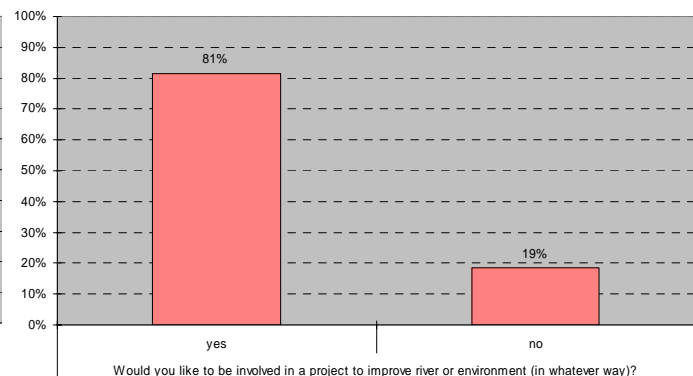
Here some pedestrians associate correct waste separation and disposal, the choice of cleaning agents, or discussing.

9.	Would you like to be involved in a project to improve river or environment (in whatever way)?	Würden Sie sich gerne in ein Projekt zur Verbesserung von Gewässer und Umwelt (in welcher Form auch immer) einbringen?
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Pedestrians



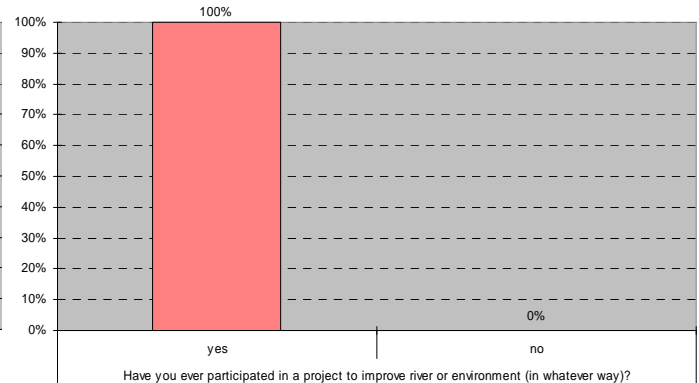
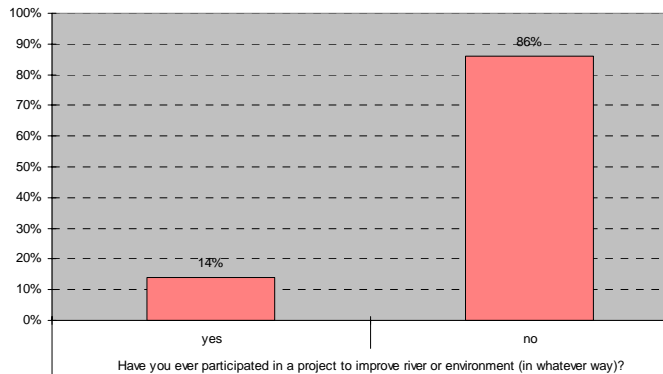
Participants



10.	Have you ever participated in a project to improve river or environment (in whatever way)?	Haben Sie sich bisher an einem Projekt zur Verbesserung von Gewässer und Umwelt (in welcher Form auch immer) beteiligt?
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Pedestrians

Participants

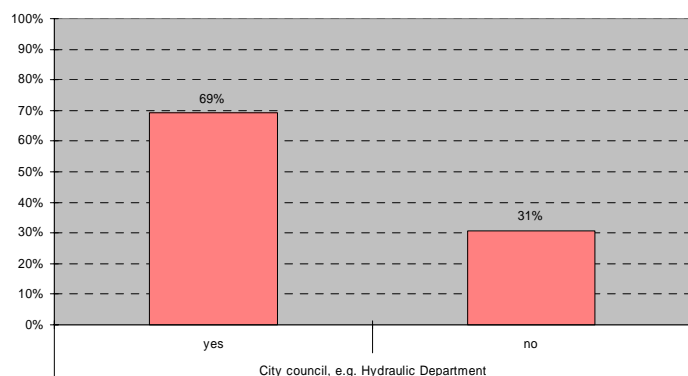
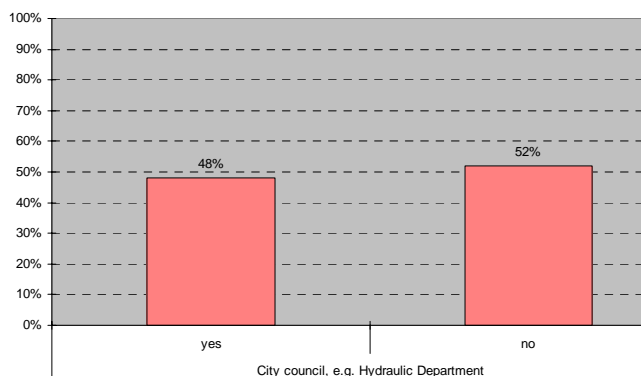
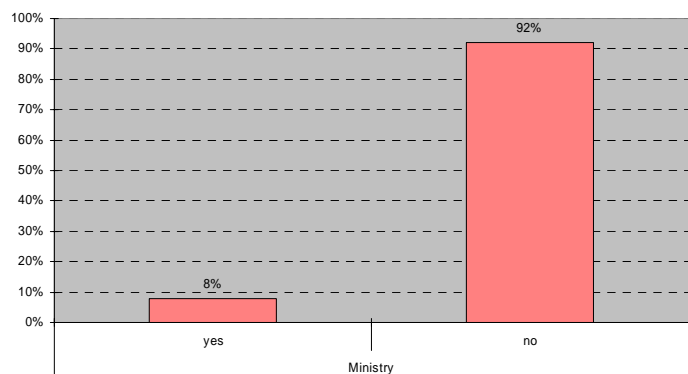
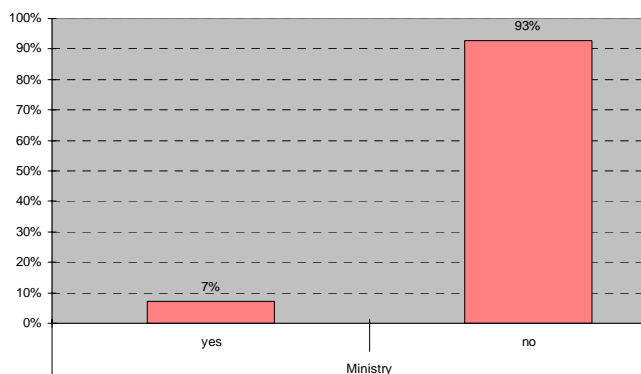


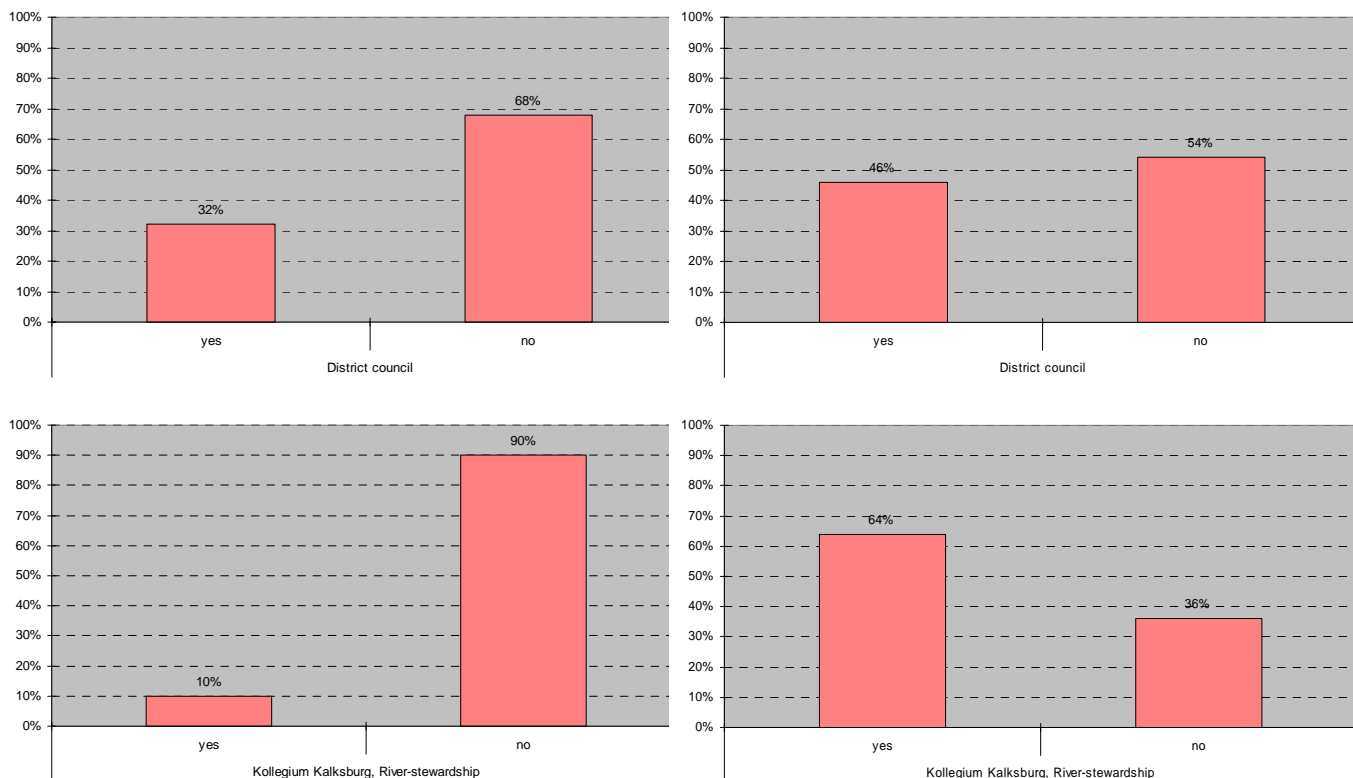
Some of the students, who participated in the project “Lebende Liesing”, appear again in the pedestrians’ survey.

11.	If you had a request concerning rivers, which you'd you contact?	Wenn Sie Anliegen oder Fragen zum Thema Gewässer haben, an wen würden Sie sich wenden?
a)	Ministry	Ministerium
b)	City council, e.g. Hydraulic Engineering Department	Magistrat Wien, z.b. Wasserbauabteilung
c)	District council	Bezirksverwaltung
d)	Kollegium Kalksburg, River-Stewardship	Kollegium Kalksburg, Gewässerpatenschaft

Pedestrians

Participants



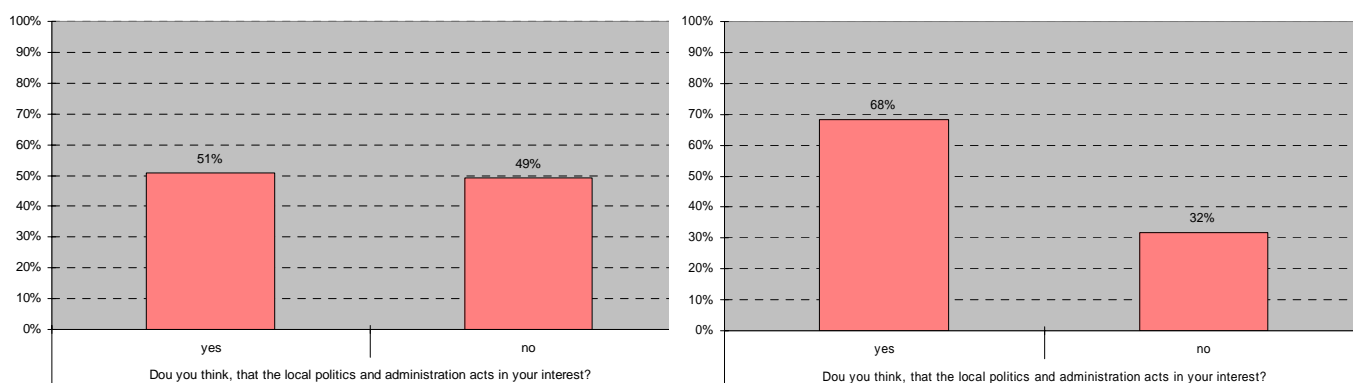


Some respondents name personal links for their choice of potential contacts. Many respondents would seek information at the “Resident’s service”, in the Internet or ask friends and relatives. Few would seek assistance at the Green Party or environmental NGOs.

12.	Dou you think, that the local politics and administration acts in your interest?	Glauben Sie, dass die lokale Politik und Verwaltung in Ihrem Interesse handeln?
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Pedestrians

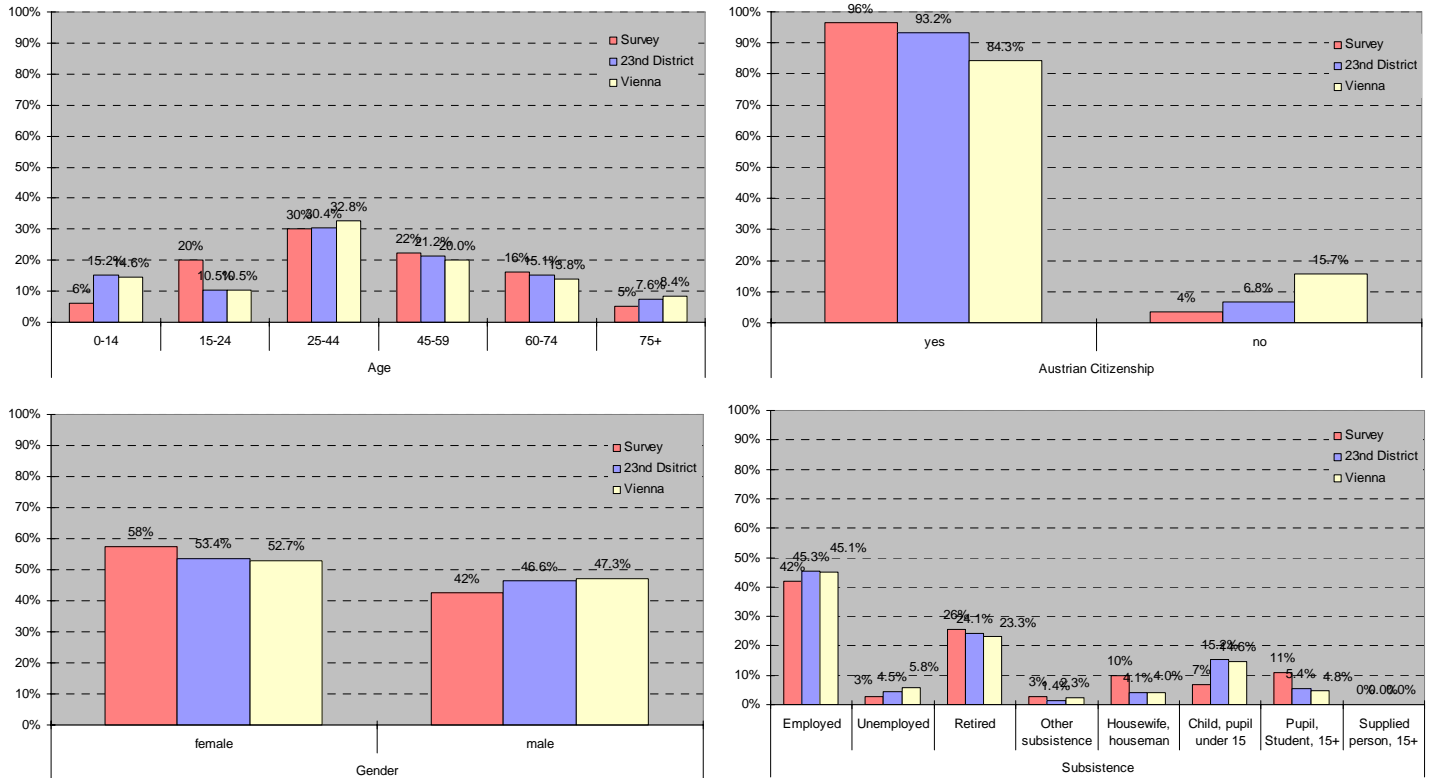
Participants



Many respondents are very pleased with the district’s councillor. Some statements suggest, that politicians rather act in their own interests.

Questions 17 – 21 ask for statistical data of the respondents

The following graphics compare the statistical data of the interviewed pedestrians with the Vienna City and the district's figures (source: Statistik Austria & MA 66: Population census 2001).



Further Experiences

Most of those, who took time for an interview, had a positive attitude on the river revitalisation and were interested in issues concerning the local brook and the environment. It is assumed, that those with a rather negative attitude are less willing to take time for an interview and may be less represented in this study.

At the beginning of the investigation, it was assumed that people who live and work in the river area form a group of potential users of the revitalised brook reaches. In the course of the study, it appeared that the user group is rather formed by the local residents.

Concerning the way of selecting and addressing pedestrians and guiding the interview, creativity and an adaptation to the local situation turned out as very useful.

5. Summary

Within the framework of the URBEM - Social Appraisal Tool, an evaluation survey was prepared and conducted to obtain information on citizen's perception of the river environment, its revitalisation and their level of activation concerning involvement in a river- or environment project. The survey was conducted close to the revitalised Liesing Brook in the 23rd District in Vienna with a standard questionnaire and an additional registration of formless comments. 193 pedestrians and 27 students and teachers, who participated in an extended applied environmental education and awareness project on the local rivulet, took part in the survey.

Generally, the brook revitalisation and the construction of walk-and bike lanes are widely approved. The investigation revealed a desire for continuous re-construction of the entire water body. The main outcomes are listed:

- Most of the interviewed persons think, that the Revitalisation of the Liesing Brook has a positive influence on the local quality of life and that the revitalisation is important for fauna and flora.
- A positive influence of the revitalisation on the local economy and a gained connection with the local history due to the re-construction could not be revealed.
- About half of the interviewed pedestrians use the revitalised river reaches as often as before, but 44 % use them more frequently. Several persons would use the river more frequently, if they lived in the area.
- Most popular activities are recreation and nature watching. More than half of the pedestrians use the river several times per week for recreation and even 45 % use it for nature watching that often.
- The highest convenience among selected functionalities of the revitalised area is found with those related to recreation and spare time. Some negatively perceived issues were named.
- Slightly higher contentment with clean water, safety from floods and information is found among the participants. This may be explained by a high level of knowledge, which was established during their project.
- Those, who voluntarily participated, feel a stronger ability to positively change the river and environment and show a stronger will to get involved in an improvement project.
- Requests concerning rivers would mainly be made to the Municipal Departments and to the district council. The participant would also seek assistance within their network.
- A clear connection with the faith in the local politics and administration was not revealed, However, many pedestrians are content with the district's councillor.

6. References & websites (03/2004)

Club of Rome, European Environmental Education:

<http://www.eeeprojects.net/index.php?modus=1>

Kollegium Kalksburg (2001): <http://www.kalksburg.at/gym/projekt/LL/englisch/index.html>

Magistrat Wien, MA 45 – Wasserbau (2001): Meine Liesing: ein Bach zum Erholen

Magistrat Wien, MA 45 – Wasserbau (2003a): <http://www.wien.gv.at/wasserbau/liesing.htm>

Magistrat Wien, MA 45 – Wasserbau (2003b): <http://www.life-liesingbach.at/>

River-Stewardship (Gewässerpatenschaft) <http://www.nfi.at/water/index.htm>



<http://www.urbem.net/>

Urban River Basin Enhancement Methods

funded by

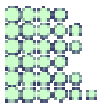
European Commission

**5th Framework Programme, Key Action 4
“City of tomorrow and cultural heritage“**

Prove IT! survey at the Weisseritz River, Dresden.

**A contribution for work package 7,
Social Appraisal Tool**

20.04.2004



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1. Preface

This paper reports on the testing of the social appraisal tool “Prove It!” developed by the New Economics Foundation for an urban river rehabilitation project. For this purpose the case study of the rehabilitation of the Weisseritz River in Dresden was selected due to following interesting aspects:

- Hard-regulated urban river in a heavily urbanised river environment
- Rehabilitation activities due to new flood control requirements
- Discussion on several options for river rehabilitation
- Involvement of a citizen initiatives and other stakeholders

2. Description of the case study

The site of the case study is located in Dresden-Plauen at the River Weisseritz. In August 2001 the flooding of the inner city Dresden was originated at this site. Due to this, new requirements for flood control arose. Consequently the initiated project has to meet demands for the new flood control requirements as well as enhancing adjacent abandoned sites and rehabilitating the river. Those interests are competing due to spatial limitations. Also, a major enhancement of an adjacent street is planned. This new widened street would limit the options for rehabilitation. At this point in time the project is in stage of defining objectives. A community group of citizens (Buergerinitiative Plauen – BI Plauen) is very active in pursuing to inform the public, to be consulted and actively involved in the planning process. Their interests are to enhance the abandoned sites and to increase aesthetical and recreational values of the river.

3. Purpose of the investigation

The survey was done for three major purposes:

- (1) To find out about existing awareness, advocacy and stewardship and related potentials of residents for the River Weisseritz and the ongoing project
- (2) To have a basis of information on aesthetical and social public preferences, on which to develop design options of the rehabilitation project
- (3) To use results of the survey as arguments in the decision process
- (4) To find out about change in awareness, advocacy and stewardship during the project and through an eventual participation of citizen

4. Survey

The survey was undertaken using the standardized questionnaire from Prove IT! for a quantitative analysis and an additional qualitative analysis of free statements. Some questions were dropped and some questions were added to adapt to the situation. The purpose of the survey was to enquire on opinions and feelings about the river and the proposed project.

Following questions were dropped from the core questionnaire of Prove IT!:

- While using the local river, I have had the opportunity to meet:
 - o People I did not know before.
 - o Members of the Local Authorities.
 - o People from other communities.
- Would you say that most of your friends live in this area?

Following questions were added to the core questionnaire of Prove IT!:

- Since how many years are you living here?
- How much do you like to live here?
- Are there other sections of the W. river you are going to for one of the above-mentioned uses?
- In your opinion, is there anything at the W. River in your neighbourhood, which should be sustained?
- Would you be committed to plead for the conservation of this state, if groundbreaking changes are planned?
- In your opinion, is there anything at the W. River in your neighbourhood, which should be changed?
- Do you know the actual flood control planning in the catchment of the W. River?
- Do you feel you have been informed appropriately on the flood control planning?
- Do you want to be informed better on the actual planning?

- I will introduce you to the three options of future development of the W. river corridor. Afterwards, please choose the option you favour!

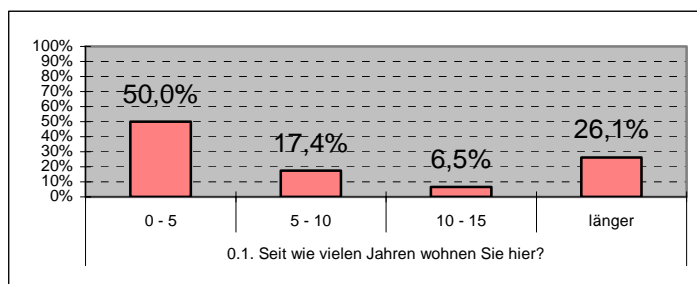
The survey was carried out within a timeframe of one week during end of November. Prior to this week about 1000 flyers were distributed in the area, to increase acceptance for the survey and to give residents and local merchants the possibility to participate on their own interest. The area of survey included residents and merchants in walking distance to the river (an about 300 meter wide corridor to each side of the river). Interviews took about 15 -20 minutes. Due to time constraints the questionnaire was not tested prior to the survey. Instead as proposed asking residents at their homes, many of the students asked passer-by. In consequence some of the passer-by respondents found that the interview was too long. In total students conducted 46 interviews with passers-by or residents at their homes. Students were instructed to choose their respondents according to age and gender distribution of the area.

Questions & Results

For all diagrams the total number of respondents equals $n = 46$, if not otherwise stated. If $n > 46$ some respondents gave double answers, e.g. some people owned as well rented a apartment or house in the area.

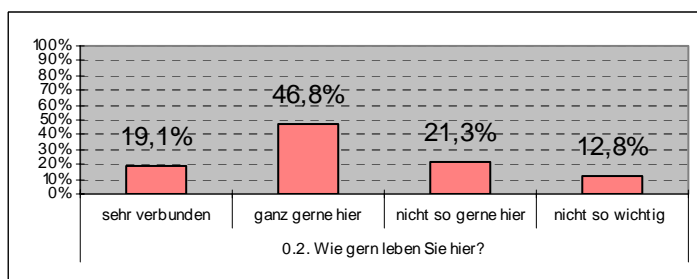
Best translation

0. Örtliche Verbundenheit



0. Local attachment

0.1 Since how many years are you living here?

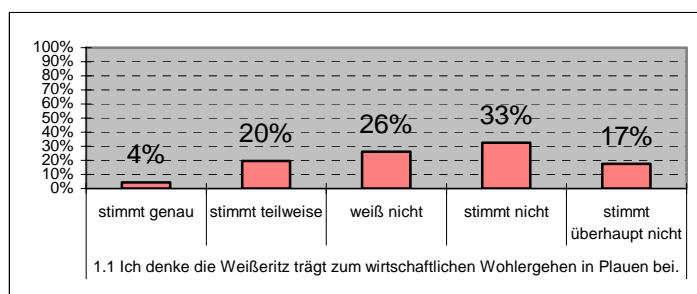


0.2 How much do you like to live here?

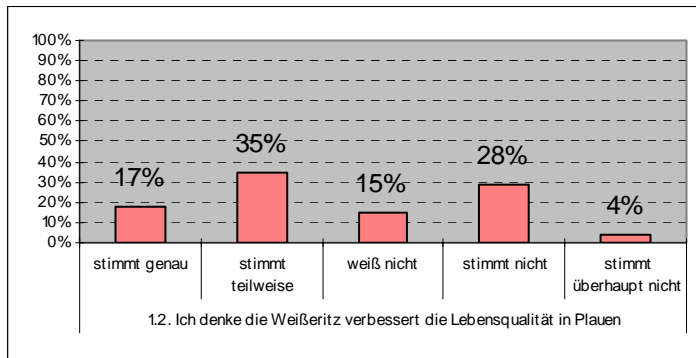
The first two questions were incorporated to draw conclusion about the overall personal attachment to the area. Results then were to be used for a relation on the appraisal of the river and the attachment to the area (see appraisal of the river). The majority of the people like to live in the area.

1. Wertschätzung des Flusses

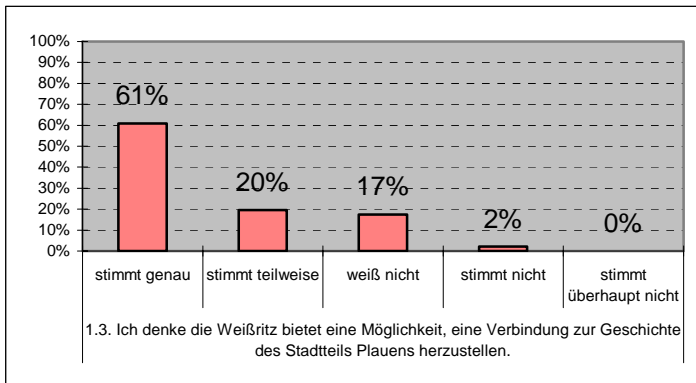
1. Appraisal of River



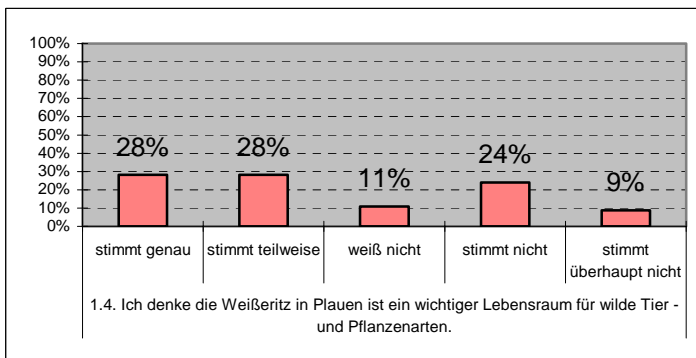
1.1 I think the W. river contributes to the economic well being of this area.



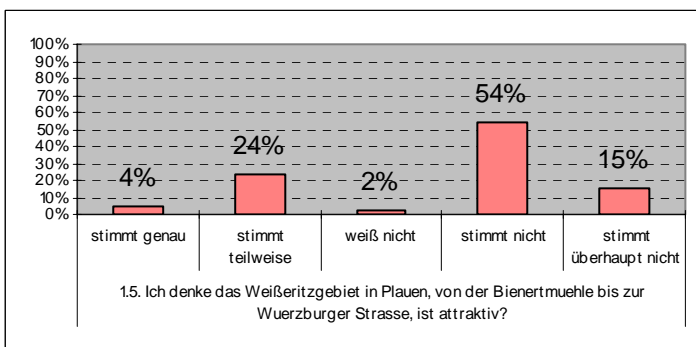
1.2 I think the W. river improves the quality of life of this area.



1.3 I think the W. river provides a way to connect with this neighbourhoods history.



1.4 I think the W. river provides an important habitat for wildlife.



1.5 I think the W. river neighbourhood, from B. street to W. street, is attractive.

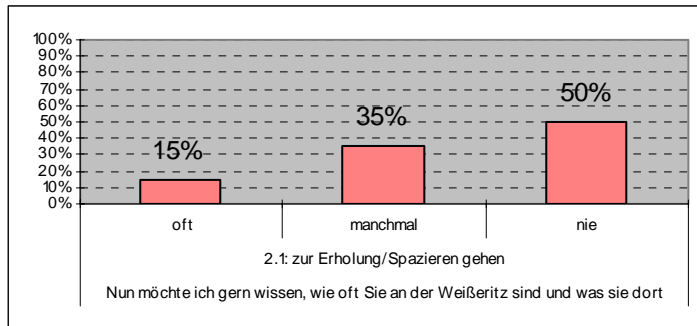
'Appraisal' questions used the provided scale from Prove It! from 'strongly agree' to 'strongly disagree'. The analysis revealed, that except for the provision of a historical connection (Q. 1.3) and the attraction of the area (Q. 1.5) no strong public agreement or disagreement to the statements could be seen. 69% of the respondents 'disagreed' or 'disagreed strongly', that the area was attractive, but 81% answered, that the river would provide a possibility to connect to the history of the area.

Upon the question "What comes to you mind first if you hear W. river", 67% related the river to the flood of 2002. Other answers related to the location, but also to recreational and habitat functions, e.g. certain watched animals were mentioned.

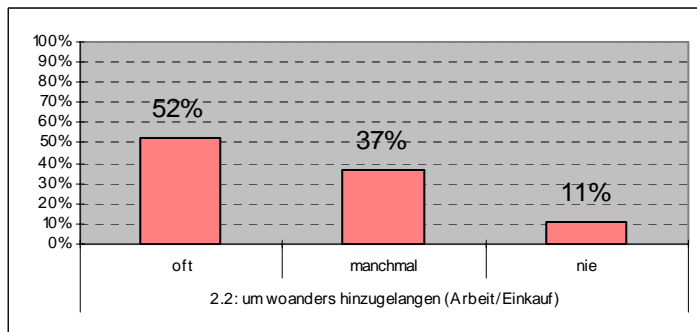
No relation could be seen between the respondent's attachment to the area (Q.0.2) and the appraisal for the river (Q.1.1 to 1.5). Despite that about two third of the people liked to live in the area, the appraisal of the river was rather negative. This may lead to the conclusion that the attachment to the area only to a small percentage is influenced by the W. river itself. Anyways about half of the people thought that the W. river contributes to the life/urban quality of the area.

2. Nutzung

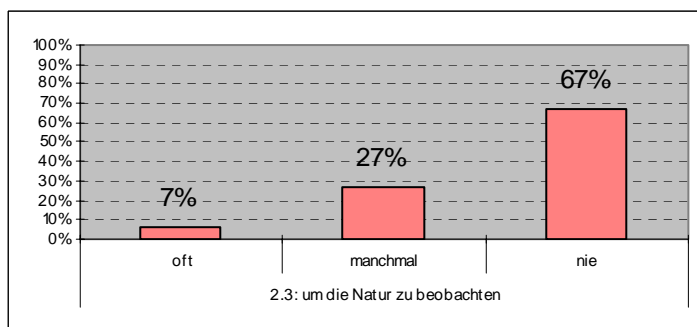
2. Use



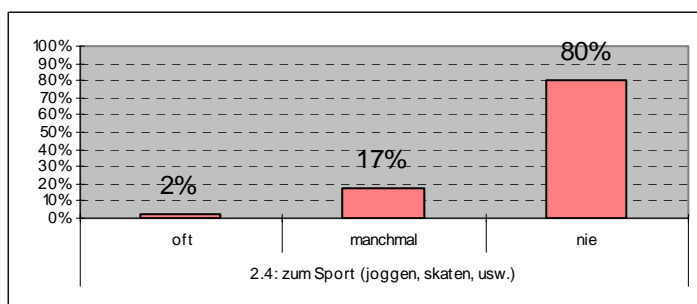
2.1 How often do you use the W. river corridor **for Relaxation/Walking?**



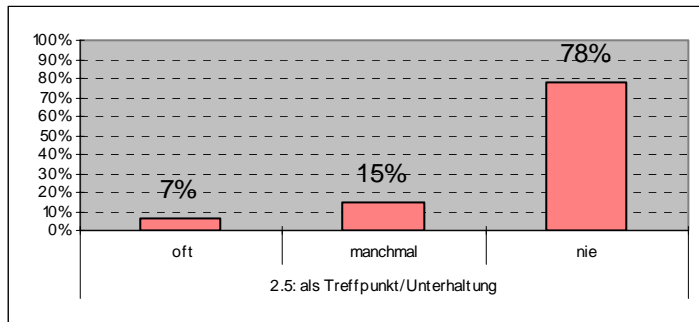
2.2 How often do you use the W. river corridor **to get somewhere else?**



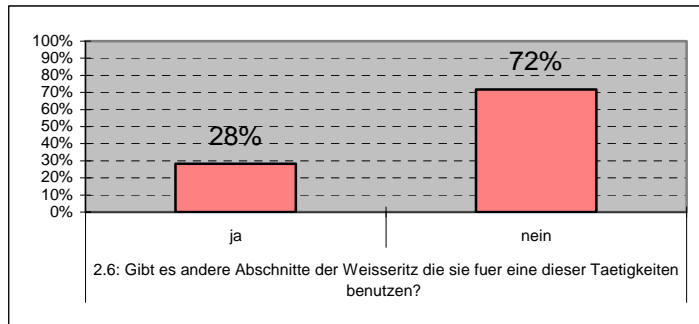
2.3 How often do you use the W. river corridor **for nature watching?**
(n=45)



2.4 How often do you use the W. river corridor **for exercising?**



2.5 How often do you use the W. river corridor **for socialising**?

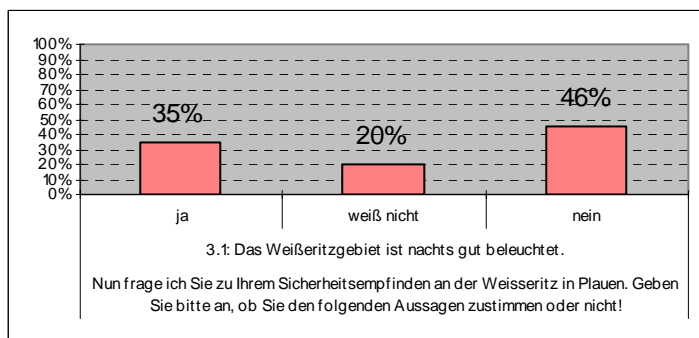


2.6 Are there other sections of the W. river you are going to for one of the above-mentioned uses?

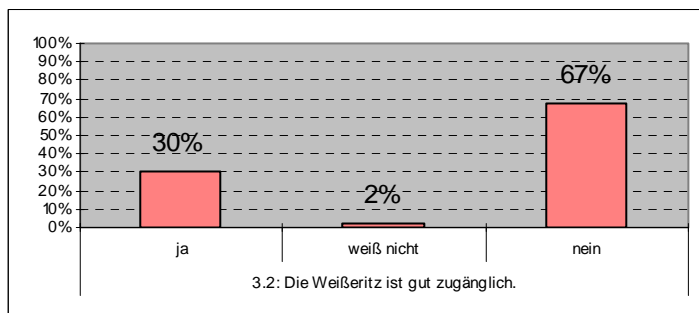
The part of the survey on how and how often the river was used adapted the Prove It! questions to the local situation. Therefore the 'use of the corridor to get somewhere' was included. Answers revealed the recent, prevalent use of the river corridor is as a space for passing through. The rather sporadic use of the river corridor for recreational activities by 20-30 percent of the respondents emphasizes the low recreational attraction of the area. The question 'If other areas of the W. river were used for recreation' (Q. 2.6) was positively answered by about one third of respondents. 17% of all respondents used the close by 'Plauensche Grund' upstream of the area for recreational purposes. Upon the question "How people would like to use the W. River in future" (free description) of 46 respondents, five wanted to use the river for relaxation, eight wanted to see bars, restaurants etc in the river corridor, and 13 wanted to use the corridor for walking. Other uses as boating, nature watching, playground etc. were mentioned (fishing or bathing was not mentioned).

3. Sicherheitsempfinden

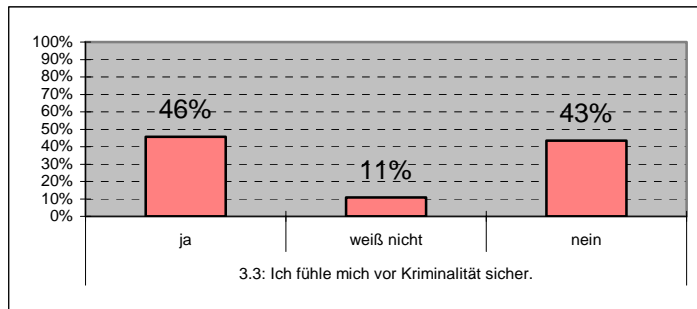
3. Saefy



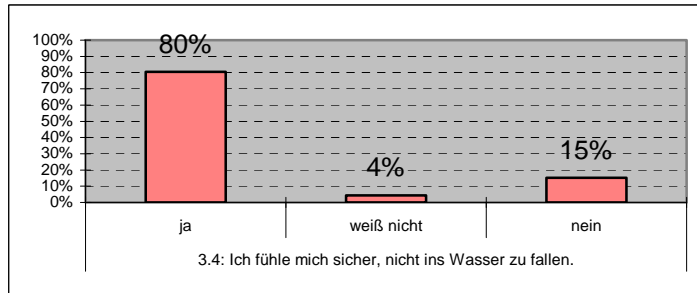
3.1 The W. river corridor is well lid.



The W. river corridor is well accessible.



I feel safe from crime.

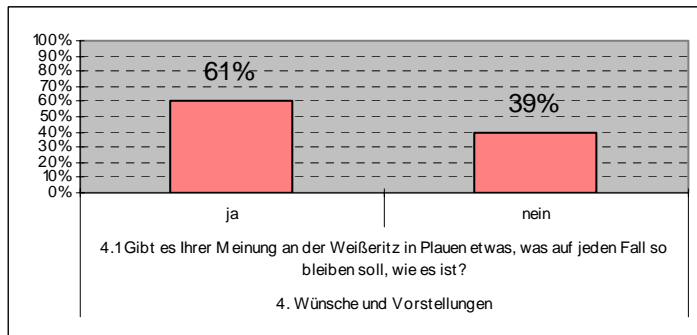


I feel safe from falling in.

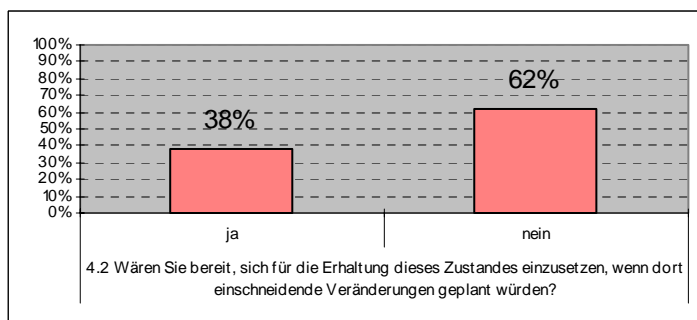
In the part of the survey concerning safety, aversions due to night lighting and accessibility have been revealed. 'Good accessibility' was neglected by 67% of the respondents. Due to hard bank construction of 2 to 3 meter high walls at both sides of the river and a accompanying railing, the safety feeling from falling in has been revealed with 80% to be very strong.

4. Wünsche

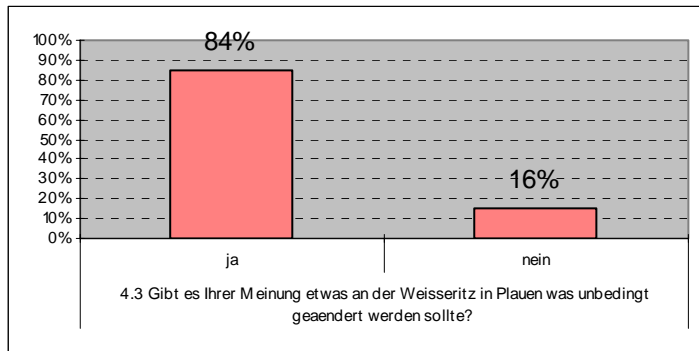
4. Wishes



4.1 In your opinion, is there anything at the W. River in your neighbourhood, which should be sustained?



4.2 Would you engage actively in the conservation of this elements/state, if groundbreaking changes are planned?
(n=45)



4.3 In your opinion, is there anything at the W. River in your neighbourhood, what should be changed?
(n=45)

Wishes of people reached from preservation of some values to the change of others. All three questions were connected with the possibility of verbal comments. What people wanted to preserve or maintain, included

- Trees along the W. river/green
- Old village core
- One way street
- Pedestrian bridge

What people wanted to improve or change, included

- A more attractive (natural) design of the river banks,
- Accessibility of river, new bridge
- Better lighting
- Playgrounds along the river
- Enhancement of urban quality in neighbourhood
- Re-use, re-development of industrial wasteland
- More green
- Flood control
- Improvement of water quality

Upon the question, if people would engage for their wishes, following answers were given:

People did not want to get involved because of:

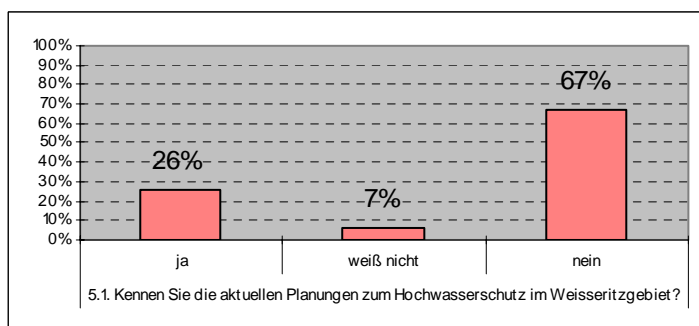
- 29 respondents ten felt, they did not have enough time
- Four had no interests
- Most of the others didn't identify themselves with the neighbourhood or gave no answer at all

Of 17 who wanted to engage,

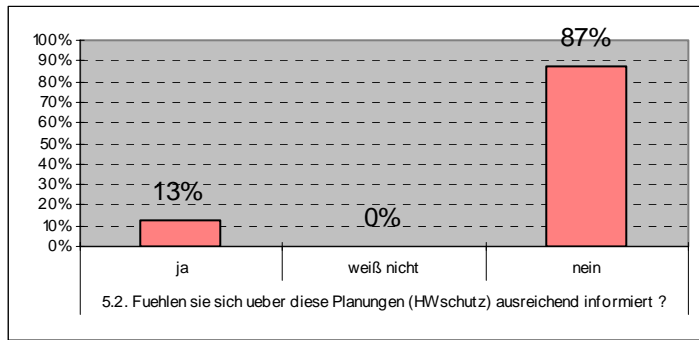
- Six people be involved in the existing citizen initiative
- Four people didn't know how to engage
- Two people just wanted to make suggestions
- Distribution of information, collection of signatures, active engagement and collection of idea (each mentioned once)

5. Bewusstsein/Informationsstand/Anteilnahme

5. Awareness/Information



5.1 Do you know the actual flood control planning in the catchment of the W. River?

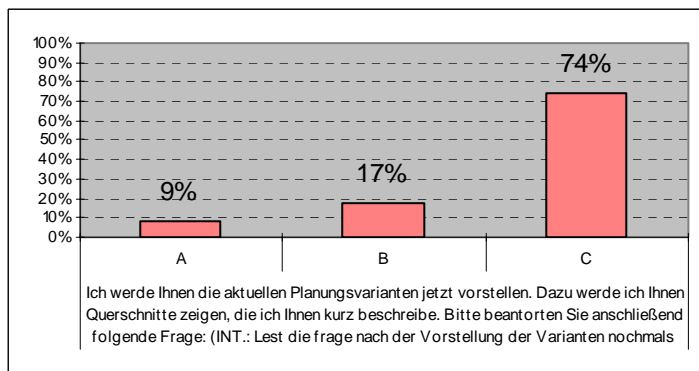
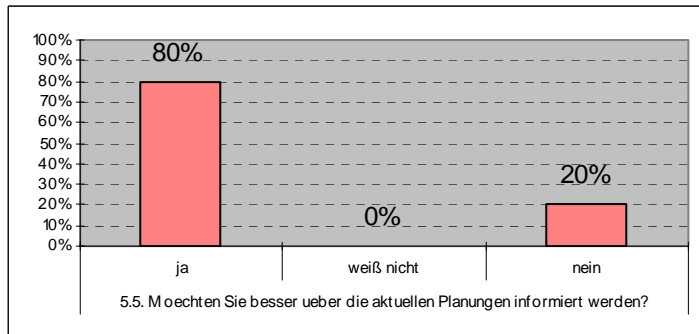


5.2 Do you feel you have been informed appropriately on the flood control planning?

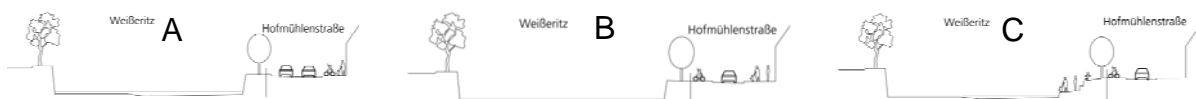
5.3 n.a.

5.4 n.a.

5.5 Do you want to be informed better on the actual planning?
(n=44)



5.6 I will introduce to you three options of future development of the W. river banks. Please choose the option you favour!

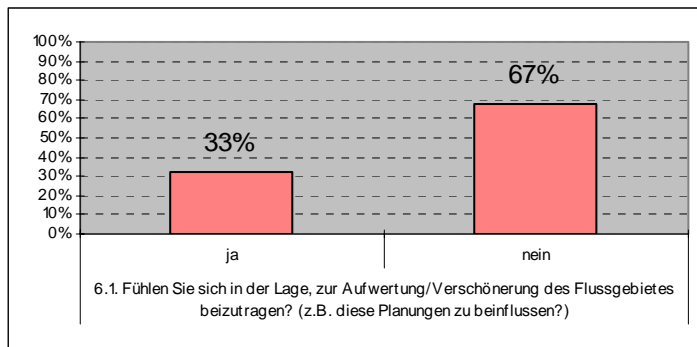


'Information and awareness questions' focused on the transparency of planning and the accessibility of information. Only about one quarter of the people knew the actual planning's to a certain stage, but almost 90% didn't felt they weren't informed enough and wanted to be provided with more information. Here the initiative Plauen will try to engage more in the future.

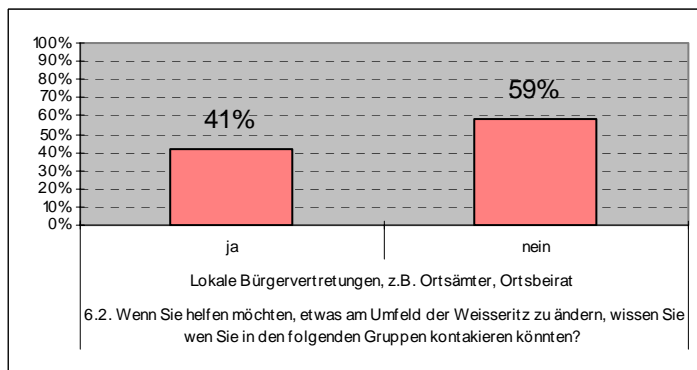
The last question of this section regarded the three existing planning options. The possible options (A, B, C) were provided with a cross section of the river for visual support (see above) and a short description. 'Option C' with 74% was clearly favored by residents. Interesting was the fact that respondents favoring 'Option A' were entirely made up by local merchants. In consequence, since economical enhancement will play a major role in the area and will rely at least to a part upon local merchants, this group should be given special attention in the future planning process.

6. Soziales Kapital (?)

6. Social Capital

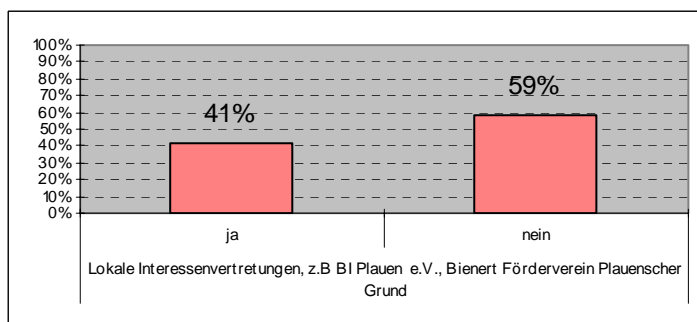


6.1 Do you feel able to help improve your river environment?

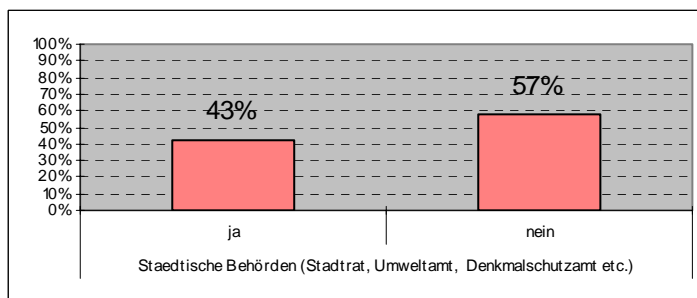


6.2 If you wanted to change your river environment, do you know whom to contact to help you in the following groups...?

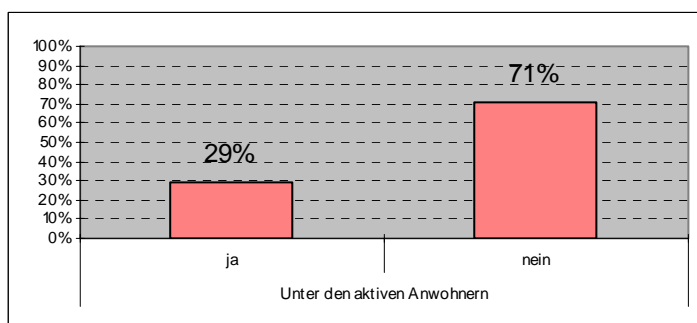
... neighbourhood councils



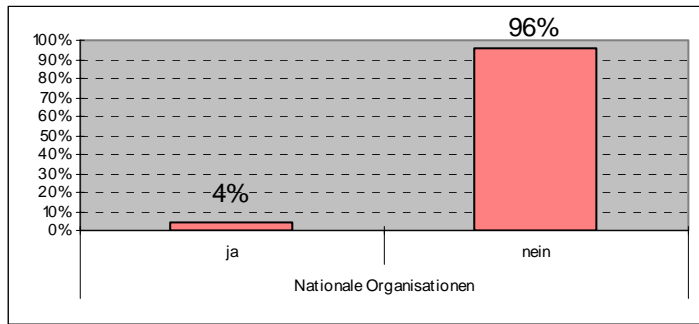
... local citizen initiatives



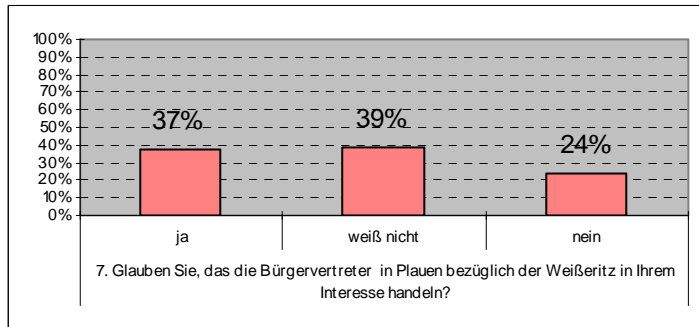
... city administration, city council
(n=47)



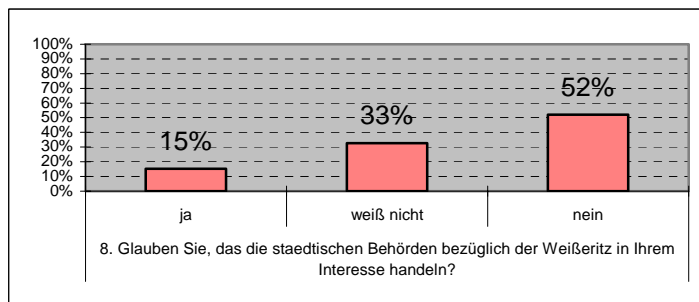
... actively involved residents
(n=45)



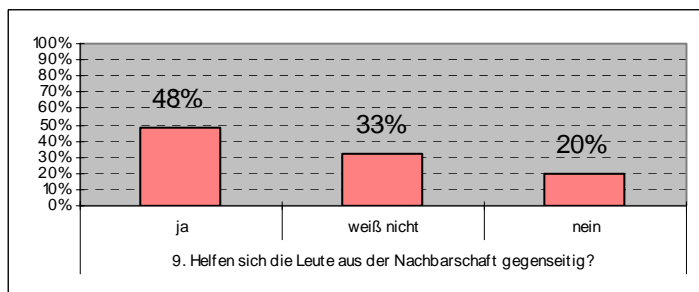
... national interest groups
(n=45)



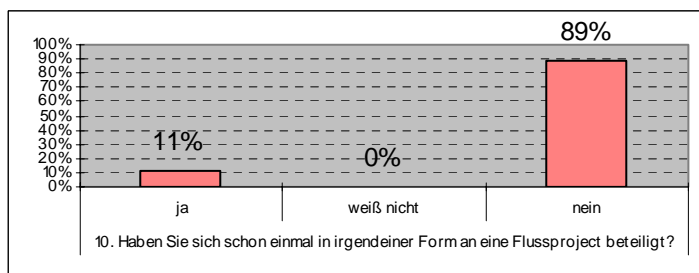
7. Do you think that the neighbourhood council acts in your best interests?



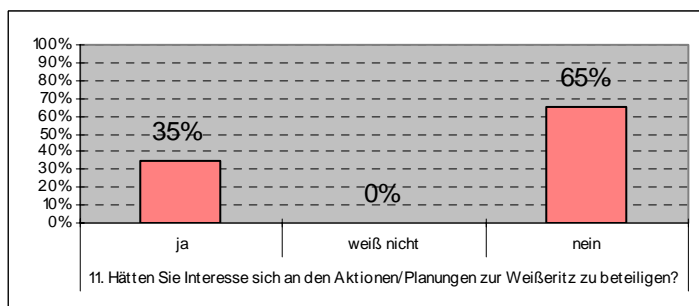
8. Do you think that the city council and city administration act in your best interests?



9. Are people in this area willing to help each other out?



10. Have you been involved in a river restoration project before?



11. Would you like to be involved in a river restoration project in your area?

About one third of the respondents felt able to help to improve the river environment. This feeling could be related to the respondent's knowledge of at least one group of whom to contact in case the respondent wanted to change something. Out of these 15 respondents (33%) only one did not know how to contact at least one of the groups. The feeling could not be related to the knowledge of the actual planning process.

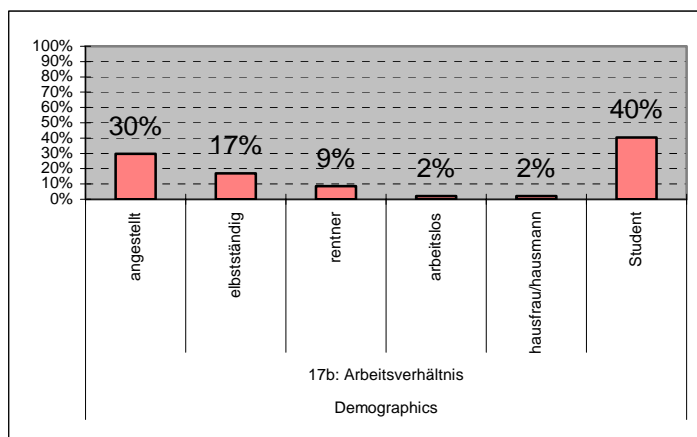
Who to contact for river enhancement, was best known for local groups (administration, council, initiatives). Less known were individuals and national organisations. Despite that, a various picture was displayed for the question if neighbourhood and city council acted in best interest of the respondent. While the attitude towards the neighbourhood council was slightly positive, 65% of the respondents believed, that the city council did not act in their best interests. This might be explained with the fact, that the city council favours a different option of the river design, than most of the respondents. In fact, all 4 respondents that favoured the same option as the city council, (self-explanatory) also thought, that the city council and administration acted in their best interest.

Almost half of the respondents stated, that people in the neighbourhood help each other out. 11% of the respondents have been participating in a river enhancement project before.

About one third of people would like to participate in activities/plannings for the W. river This suggested, that there is actually a good potential to engage and involve more people on their own interest into future planning processes and activities. There was an interesting relation between (Q. 6.1) and (Q.11). 13 of 15 respondents, which stated a positive attitude towards their possibilities of influence (Q. 6.1) also stated, that they were willing to engage in activities or the planning process (Q.11). Only 3 persons wanted to engage, but did not feel they could influence the enhancement process.

No relation could be made between the personal attachment to the area (Q. 0.2) and the willingness to engage (Q.11). Only 8 of the 16 respondents, who wanted to engage, were 'attached to' or 'liked to' live in the neighbourhood. Reason to engage therefore may result from both, a negative or a positive attitude towards the own neighbourhood.

Demographische Daten



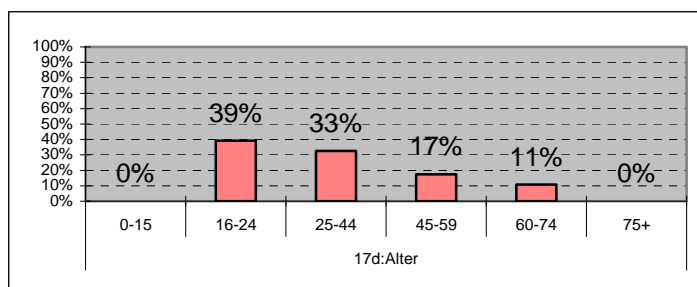
Demographics

Employment Status

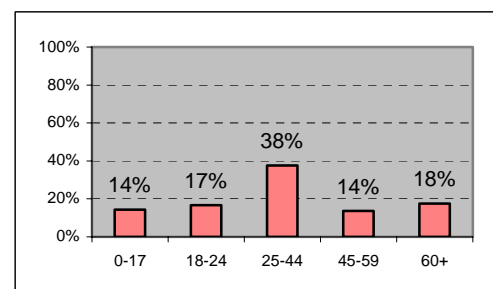
(n=47)

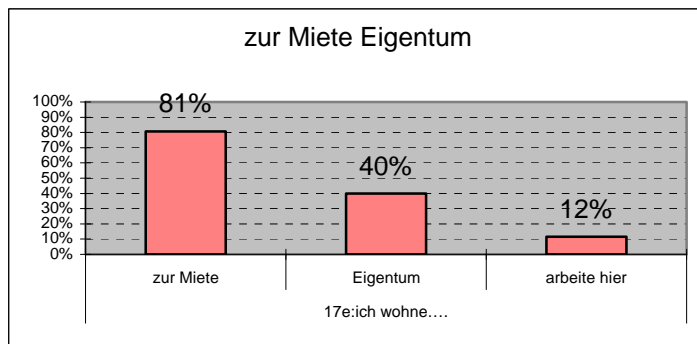
Unemployment:

- Of respondents 2%,
- 'City Re-development Area Weisseritz' (survey site is a part thereof) 15%
- City Dresden 11,5%



Age comparison of age distribution of respondents (left) to age distribution of the 'City Re-development Area Weisseritz' (below, the survey site is a part thereof)





Ownership
(n=52)

81% rented apartment/house
40% own apartment/house
12% place of work

5. Summary

Within the framework of the URBEM – WP7 ‘Social Appraisal Tool’, a survey using parts of the toolkit Prove It! was prepared and conducted to obtain information on residents and local merchants awareness, appraisal and perception of the river environment, and the potential for engagement in the ongoing and future planning process in a river project. The survey was conducted along a, in public most discussed, section of the Weisseritz River in Dresden with a standard questionnaire and an additional registration of formless comments. 46 residents have been asked in their neighbourhood, either at home or on the street.

It proved to be very useful combining quantitative questions with the possibility of qualitative descriptions in the survey. A better interpretation of the quantitative data is possible. On the other hand, such descriptive questions take a lot of time. Some questions could have been discarded upon a testing of the survey, which would have made the survey shorter and more determined.

In general there has been a mixed opinion on the qualities/contributions of the river and its corridor. A strong prevalence was only seen for the potential connection to the history of the area through the river (rehabilitation). At this point in time the river and its corridor is hardly used for recreational activities. Instead, most respondents use the corridor to get from point A to point B, which confirms the low appraisal of the corridor. There has been no strong safety concern, but a bad accessibility has been revealed.

From three options, residents favored ‘Option C’ providing accessibility to the river. Local merchants favoured ‘Option A’ providing for a two-lane road, but not leaving enough space for accessibility of the river. Those preferences were directly related to trust towards administrations or initiatives, which stated the same preferences.

About one third of all respondents were willing to engage in enhancement or planning activities for the river W, about 20% more than ever were involved in a river project. It was stated clearly that there is a high demand on information about the ongoing planning.

6. References

New Economics Foundation (2000): Prove It!, Measuring the effect of neighbourhood renewal on local people. June 2000
Landeshauptstadt Dresden, Kommunale Statistikstelle (2003): Bevölkerung Arbeit und Soziales. 2003



**ANALYSIS OF SOCIAL INTERESTS ON THE WATER
BODIES OF THE LJUBLJANICA, MALI GRABEN,
GLINŠČICA AND KOSEŠKI BAJER FOR THE NEEDS
OF THE URBEM PROJECT**

**(LJUBLJANICA RIVER AND MALI GRABEN RIVER EXISTING CASE
STUDIES AND GRADAŠČICA RIVER STUDY SITE MONITORING)**

May 2004

ANALYSIS OF SOCIAL INTERESTS ON THE WATER BODIES OF THE LJUBLJANICA, MALI GRABEN, GLINŠČICA AND KOSEŠKI BAJER FOR THE NEEDS OF THE URBEM PROJECT

1 RESEARCH AREA

The scope of the area discussed (Figure 1.1):

1. the Ljubljana River – between Špica and Ambrož Square
2. the Mali Graben River – the entire course from the Bokalce dam to the outflow into the Ljubljana River
3. the Glinščica River – between Brdnikova Street and Jamnikarjeva Street
4. the pond of Koseški Bajer – entire area

The research included the water bodies with a narrow belt of surrounding areas (banks, footpaths and growth).

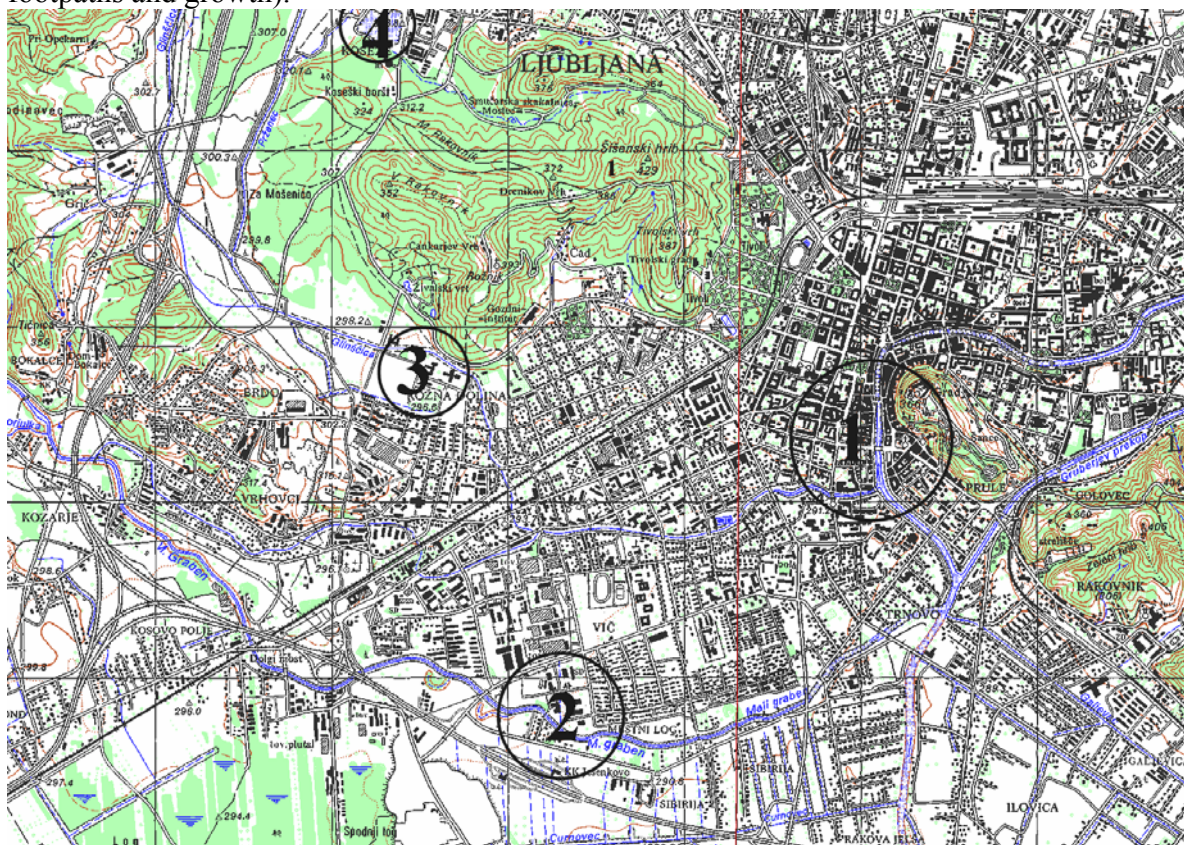


Figure 1.1 Investigated areas

2 SCOPE OF THE ANALYSIS

The analysis of social interests was carried out within a limited scope. Random (adult) individuals were interviewed who were found in the riparian area at the time of interviewing. Other interest groups were left out of the research.

The only exception was the Mali Graben River area, where an additional interviewing of landowners of land on the banks was carried out.

Another question was also included into the research, namely to what extent and in what way would people be willing to participate in the management of the water bodies.

3 SURVEYING (of random respondents within the research area)

The interviewing was underway between September 22–28, 2003. The number of respondents, their gender and education are provided in Table 1.

Table 1: Number, gender and educational structure of respondents

	Number of respondents			Education			
	Total	Male	Female	Primary	Vocational	Secondary	College/higher degree
Ljubljana	50	25	25	0	1	31	18
Mali Graben	29	12	17	0	2	5	22
Glinščica	28	11	17	0	1	12	15
Koseški Bajer	29	13	16	0	5	8	16
Total	136	61	75	0	9	56	71

All respondents were asked the question about the willingness to co-operate in the decision-making process with regard to management of water bodies.

4 SURVEY RESULTS AND INTERPRETATION

4.1 THE LJUBLJANICA RIVER

4.1.1 Spatial advantages

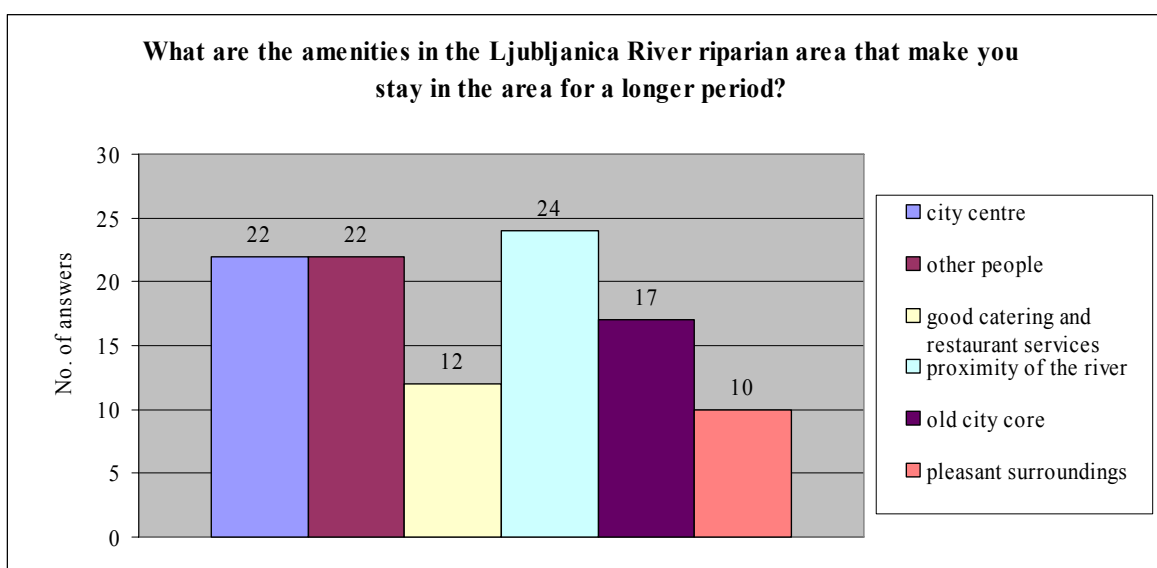


Figure 4.1 Spatial advantages

The results of the survey indicate that people consider the area attractive because of the old city core, city centre, which attracts activities, and people, who give a special mark to the river. The results of the survey indicate that as much as 48 % of the respondents consider the proximity (vicinity) of the river as a spatial advantage.

Within the research area the respondents prefer the Cankarjev embankment, followed by Špica, embankment of Trnovski Pristan, The Three Bridges and Prešeren Square, Hribar embankment, Market, Prule, and Petkovškovo embankment.

In one of the questions, the respondents were asked to give a subjective estimation of their perception of the three famous arrangements by architect Jožef Plečnik: Three Bridges, Trnovo embankment and Market. On the 1–5 scale, the Trnovo embankment was rated highest (3.9), followed by the Three Bridges (3.84) and the Market (3.6).

4.1.2 Spatial deterioration

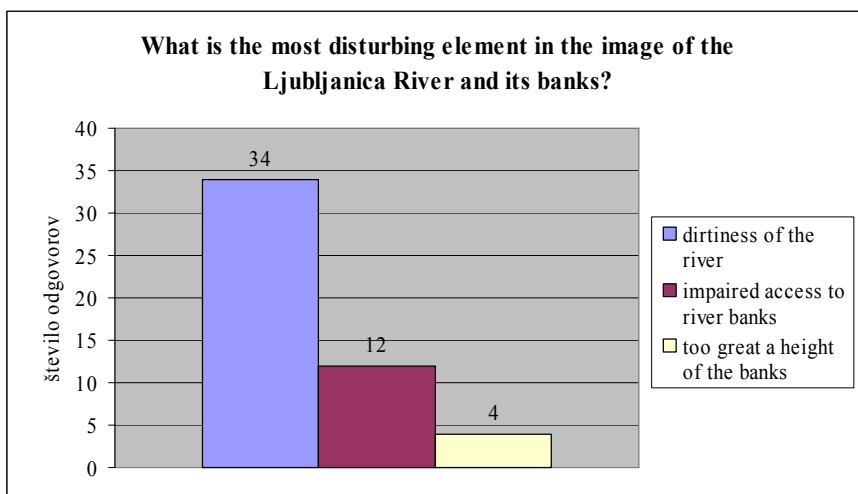


Figure 4.2 Spatial deterioration

Most respondents (68 %) consider poor quality of water in the Ljubljana River as the biggest deterioration, followed by impaired access to riverbanks (24 %). Only 4 % of respondents consider the height of the banks as a deteriorative element.

Besides the proposed answers given above, other comments were also possible. Four respondents stated the following: not enough waste bins, garbage on river banks and neglected environment.

4.1.3 The importance of water quality of the Ljubljana River

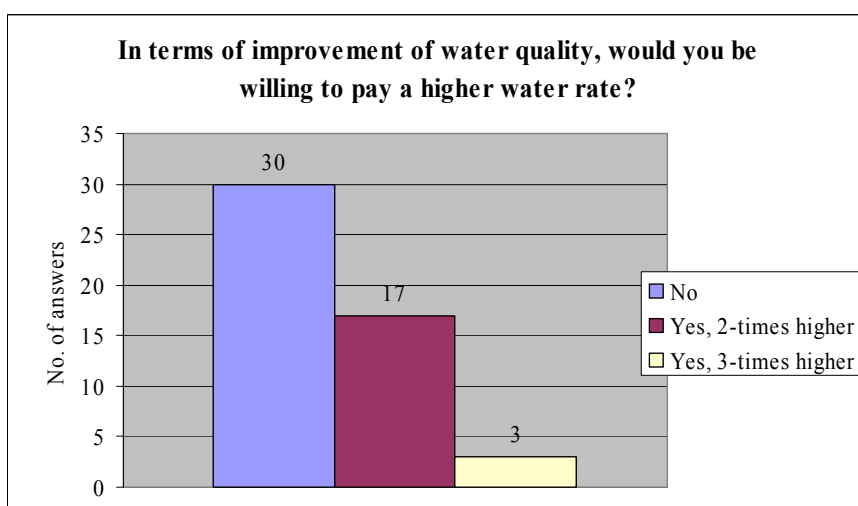


Figure 4.3 Funds

The results of the survey have shown that in terms of improvement of the state of the water, 34 % of respondents would be willing to pay 2-times higher water rate, and 6 % of respondents 3-times higher water rate, respectively. A large proportion (60 %) would not be willing to pay a higher water rate.

Within the 60 % of respondents, who stated that they would not contribute any funds, several respondents stated that they did not believe the money would be spend for its intended purpose, however they consider the environment and water quality in the Ljubljana River important. Many respondents felt that there were sufficient funds raised, but were not used for their intended purpose. The lack of trust in the state and the municipal administration is evident.

4.1.4. Activities on the Ljubljana River

The presence of river in an urban environment provides opportunities for the development of many activities. The respondents had to pick the activities on the Ljubljana River that they would consider doing if all necessary conditions were met. Furthermore, the respondents were required to state the undesirable activities on the Ljubljana River.

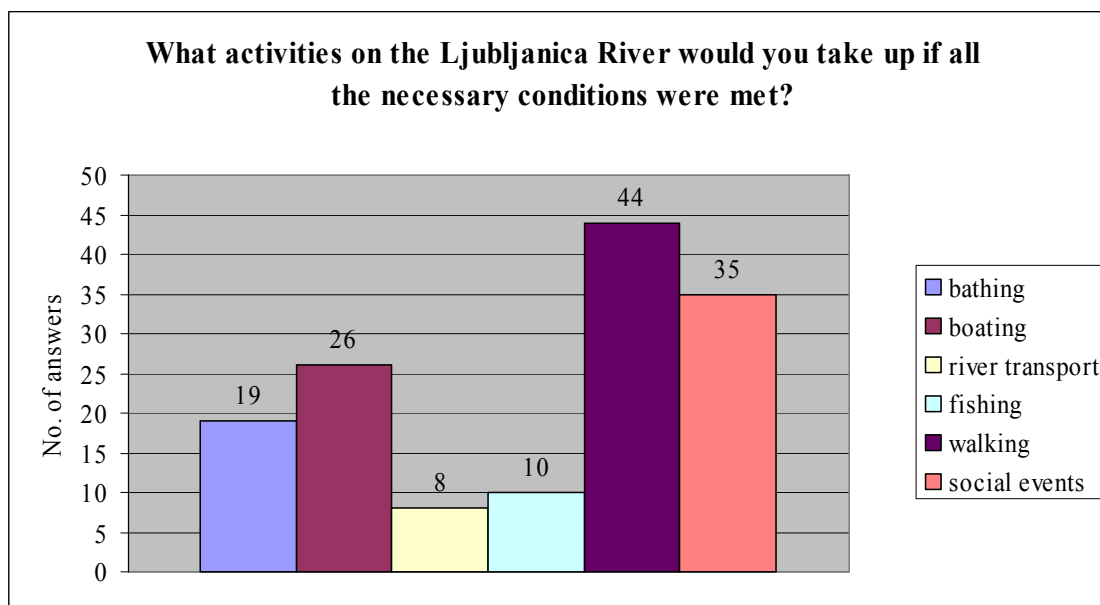


Figure 4.4 Activities on the Ljubljana River

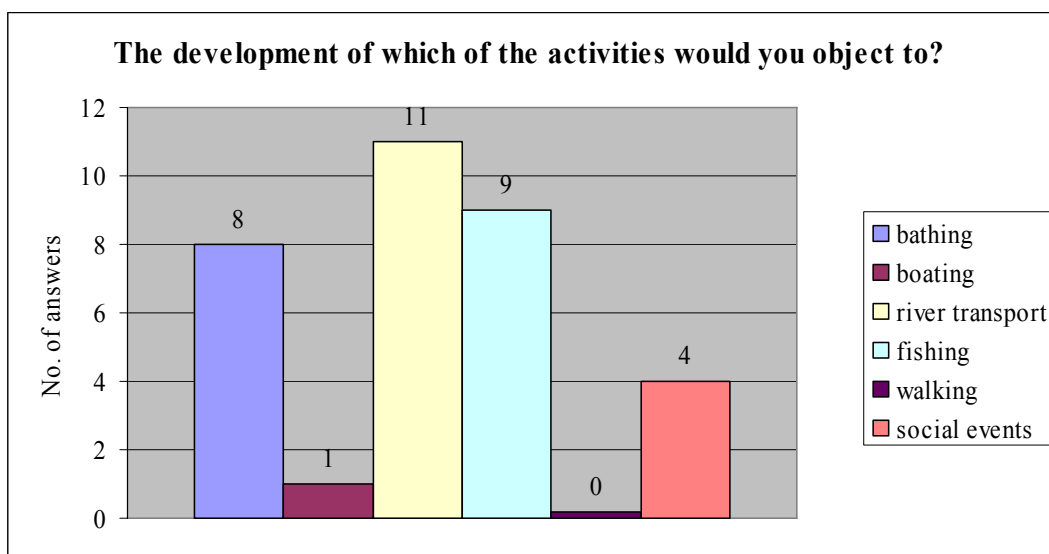


Figure 4.5 *Undesirable activities on the Ljubljana River*

The results indicate that walking has been chosen as the most important activity. As much as 88 % use the Ljubljana River area for leisure walking. Furthermore, none of the respondents would object to further development of walking along the stream.

Social events are attended by 70 %, however 8 % object to the organization of social events along the river. The following events were singled out within the survey:

Špica Day: the Boating and Rafting Association organise the event on the Ljubljana River. As evident from the name, the event occurs on Špica, on rafts and boats anchored at the inflow into the Grubar channel. Music and restaurant and catering services on rafts and boats are included, as well as water games, including real boating battles and playing »cops and fish thieves«. Usually, the event occurs on the last weekend of August.

Čop Challenger: Čop Challenger is an exciting rowing competition in the centre of the city of Ljubljana. Between 6 and 12 competitors from around the world participate in the event. Notably, the participation is possible only upon invitation. The participants are divided into two groups and row against each other until a winner for each group is selected. The two fastest of each group then race each other for the final victory and award. The competition is extremely dynamic with the sprint race length of 200 m, and the viewer can observe almost the entire course from one spot, which is somewhat unusual for classic rowing events. The main purpose of the event is the promotion of rowing, and the competition is an exciting contribution to the events on the Ljubljana River. The organiser of the event is Iztok Čop (2000 Olympic gold medallist) in association with the Ljubljana River Rowing Club.

Midsummer Night on the Ljubljana River: On Midsummer Night (June 21), the bonfire is accompanied by boats of all shapes and sizes. The event is organized by the Špica Society and the Tourism Institute of Ljubljana.

Welcoming the Spring: The event happens on the eve of Gregorjevo (St. Gregory's festival). The main event is sending boats on the Gradaščica River, and the accompanying event is the procession of boats on the Ljubljana River. The event is organized by the old Association of Ljubljana and co-financed by the Tourism Association of Ljubljana.

Night in the old Ljubljana: the Boating and Rafting Association organise the event on the Ljubljana River. In the last weekend in August there is an abundance of different cultural events in different venues in the old city core, such as concerts, exhibitions and workshops.

Four of the events described above (Welcoming the Spring, Midsummer Night on the Ljubljana River, Čop Challenger, the Špica Day) occur directly on the Ljubljana River, while the Night in the old Ljubljana occurs on the banks of the Ljubljana, on markets and streets of the old city core and is not included into the events on the river directly. Tables 1 and 2 show that familiarity and attendance of the events on the river is relatively low. Most known and attended is the event welcoming the Spring. 26 surveyed persons are familiar with the event (52 %), of which it has been attended by 9 (18 %). In comparison to the Night in Old Ljubljana with which 37 respondents (74 %) are familiar with, the proportion is still low. 23 respondents (46 %) have attended the event. The least known and attended event is the Špica Day. Only 7 surveyed persons are familiar with the event (14 %), and it has been attended by only 1 person (2%).

Table 4.1 *Familiarity with social events*

	Number of people familiar with the event
Welcoming the Spring	26
Midsummer Night on the Ljubljana River	17
Čop Challenger	14
Špica Day	7
Night in the Old Ljubljana:	37

Table 4.2 *Attendance in social events*

	Number of people attending the event
Welcoming the Spring	9
Midsummer Night on the Ljubljana River	5
Čop Challenger	4
Špica Day	1
Night in the Old Ljubljana	23

The third most desirable activity is boating. 52 % of respondents have undertaken boating (or would do so in the future), 2 % would be against it. The familiarity of respondents with the currently existing possibilities of boating (rental possibilities at the Ljubljana River Rowing Club) is low – only 56 % of respondents are familiar with the possibility. Less than a half of

the respondents have rented a boat there. Among those unfamiliar with the possibility (46 %), 65 % showed interest in boating.

The next most desirable activity is bathing, which would be desired by 38 % of the respondents and objected by 16 %.

20 % of respondents would take up fishing, and 18 % would object to it. Only 28 % of the respondents are familiar with the possibility of purchasing one-day fishing licence at the Barje Fishing Association. Only one person has purchased the license, other respondents were not interested in fishing. Among those that were unfamiliar with fishing possibilities on the Ljubljana River, 11 % would be potentially interested in fishing.

16 % of respondents would be interested in river transport, and 22 % would object to it. 52 % of the respondents are familiar with the possibility of taking a river tour of the Ljubljana River, 35 % have attended the tour, and other respondents are not interested in river transport. Among those unfamiliar with the possibility, 50 % would potentially be interested.

In comparison to the development of fishing, river transport on the Ljubljana River was supported by less respondents (transport is supported by 16 % and fishing by 20 %, respectively). Furthermore, more respondents oppose river transport than fishing (22% and 18%, respectively). Nevertheless, more people are interested in river transport than in fishing, based on the fact that river transport would be potentially used by 54 % of respondents, and only 14 % of respondents would be involved in fishing.

4.2 THE MALI GRABEN RIVER

4.2.1 Spatial advantages

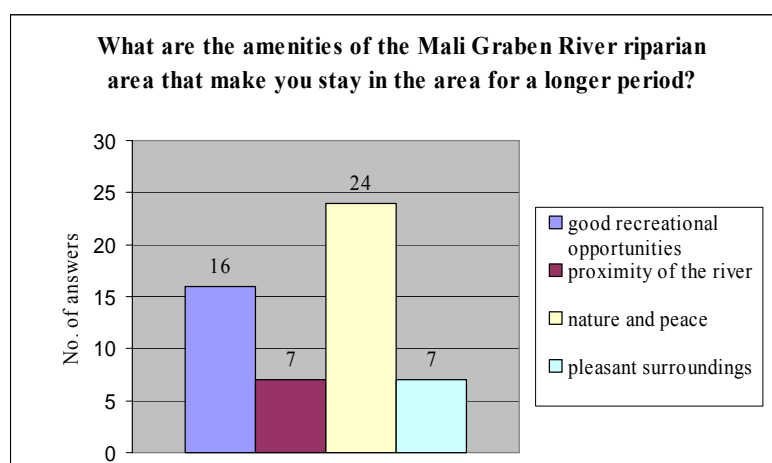


Figure 4.6 Spatial advantages

Most respondents (83 %) in the area are drawn to the presence of nature and peace. 55 % of respondents see an advantage in recreational opportunities. The proximity of river was stated by only 24 % of respondents. The same percentage has indicated pleasant surroundings as a spatial advantage.

The research area's main function is in its being the city green area, and most people are drawn to it because of the presence of nature and peace. Within the space, the water body itself is of less significance. The reason is probably in the current management of the Mali Graben River. The stream is derogated from man, the access to the banks is impaired, and riparian growth often disables the view on the stream. People walking along the stream fail to notice the stream itself.

4.2.2 Spatial deterioration

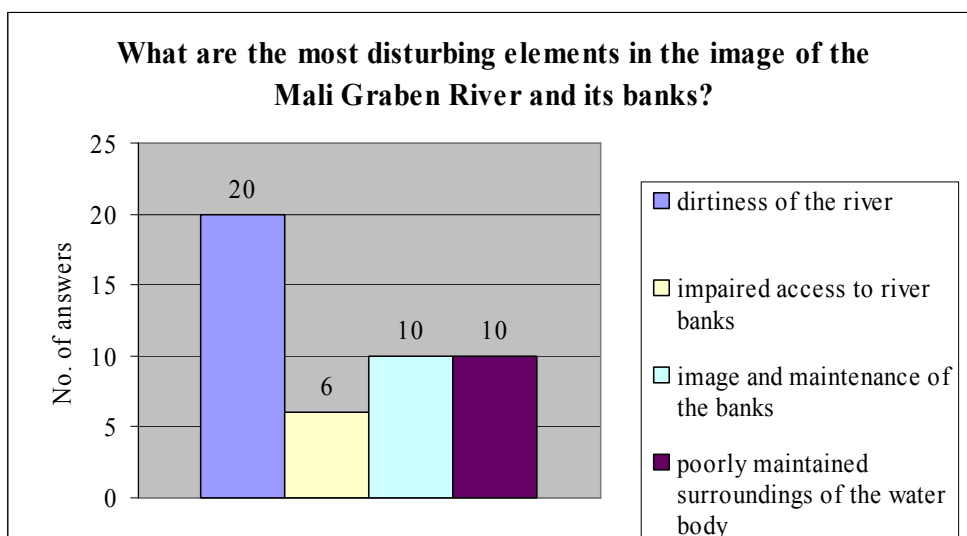


Figure 4.7 Spatial deterioration

69 % of respondents are disturbed by the poor quality of water of the Mali Graben River, followed by the image and maintenance of the banks, as well as by the poorly regulated surroundings (34 % of respondents have considered this as a disadvantage). 21 % of people have stated impaired access to the banks as a disadvantage.

2 respondents also listed another deteriorative element: illicit building. One of the respondents would like the provision of a cycling course along the Mali Graben River.

4.2.3 Activities on the Mali Graben River

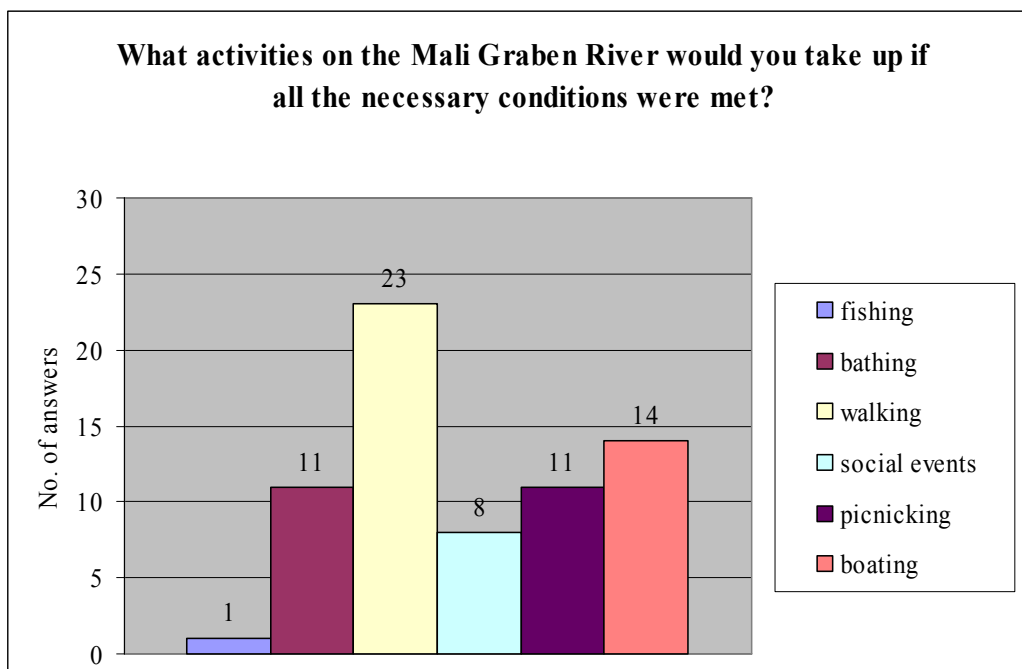


Figure 4.8 Activities on the Mali Graben River

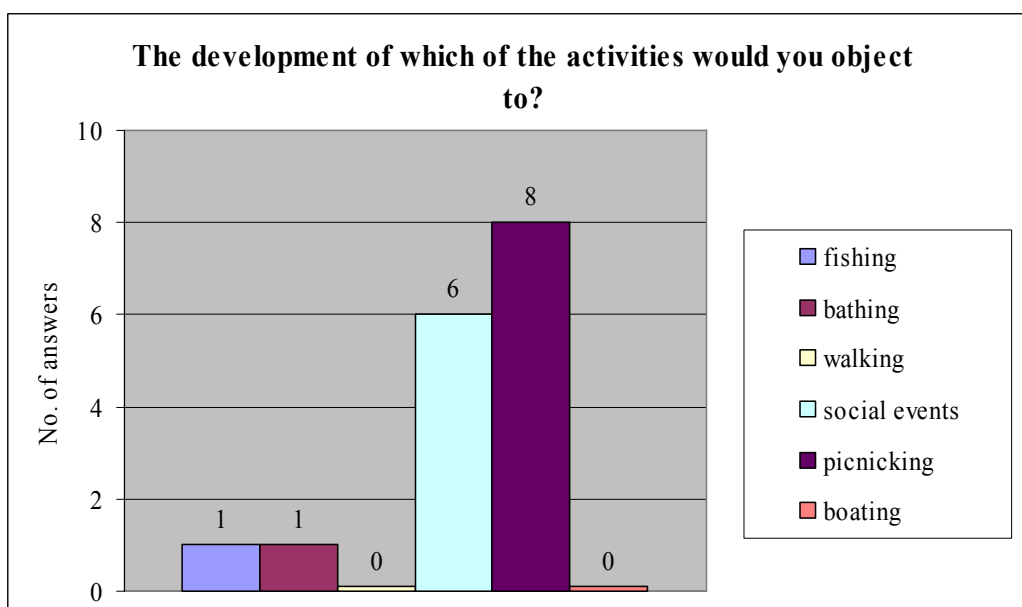


Figure 4.8 Activities on the Mali Graben River

- The most desirable activity in the Mali Graben River bank area is walking, as stated by 79 %. None of the surveyed persons objected the activity.
- The next most common activity is boating, supported by 48 % of the respondents. None of the surveyed persons objected the activity.
- Third place is taken by bathing and picnicking. 38 % of respondents engage in the activities. 3 % of the respondents object to development of bathing, and as many as 28 % to picnicking.
- Social events take the forth place, and they are supported by 28 % and opposed by 21 %.
- Fishing is placed last and is supported by only 3 % and opposed by the same percentage of respondents.
- In activities, which are potentially disturbing for users, picnicking and social events stand out the most. The reason may be that people consider these two activities as a threat to the basic spatial advantages (presence of nature and peace).

4.2.4 Revitalisation project of the Mali Graben River

The respondents had to state which of the regulation works of the Mali Graben River that could be carried out within the project of revitalisation would they be willing to support. Further on, they had to decide whether they would be willing to pay a special contribution.

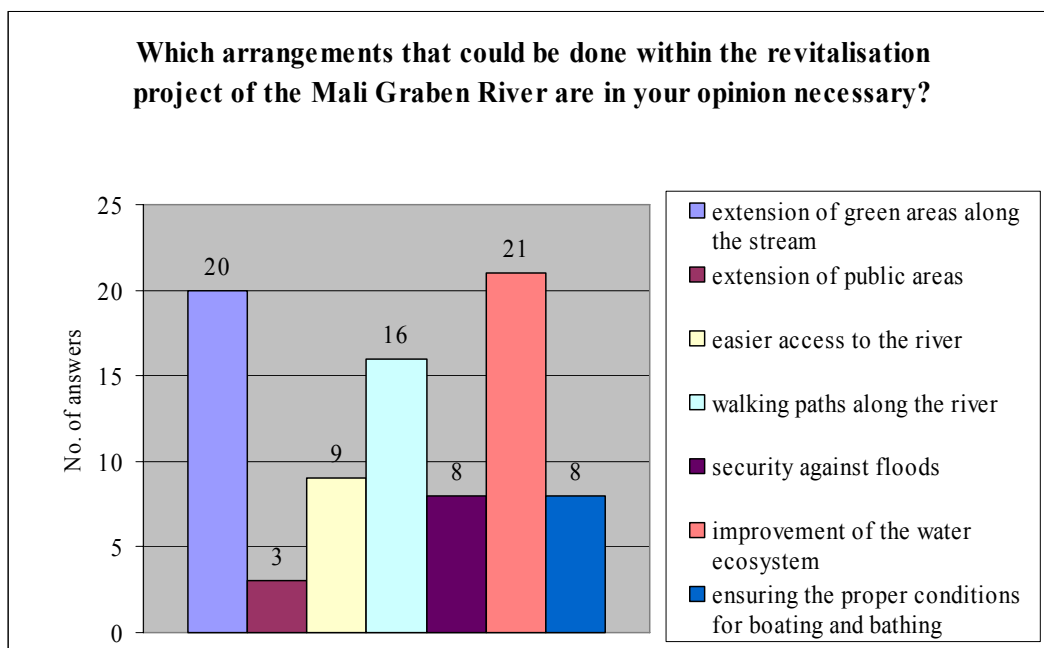


Figure 4.10 Revitalisation project of the Mali Graben River

- The majority of respondents (72 %) find it important to improve the water ecosystem within the revitalisation project and thus enable better living conditions for plants and animals. 69 % of respondents support the provision of a wider belt of green areas along the river. 55 % support the arrangement of walking paths.
- Thus, the improvement of the condition of water (water ecosystem), and extension of green belts, and walking paths are a priority for most. The results are in accordance with the results from previous conclusions – the main spatial advantage is the presence of nature and peace; in terms of deterioration the most disturbing element is the dirtiness of the river, and the most desirable activity is walking.
- Within the revitalisation project, 31 % of respondents would support the provision of easier access to the river. 28 % would support the measures for enhancing the protection against floods, and the same number would support the development of bathing and boating.
- There is a small percentage of those who would support the arrangement of easier access points to the river, which is probably the result of current conditions and of the small level of importance for the water body in the discussed area – the proximity of river is considered an advantage by only 24 % of respondents.
- Similarly, the enhancement of security against floods is supported by a small percentage of the respondents. The reason may be that the respondents did not come from a flood-prone area.
- The lower level of support to bathing and boating corresponds to the lower interest for the activities among the respondents (see chapter 4.2.3 Activities on the Mali Graben River).
- The least supported (only by 10 %) is the widening of green areas. Considering that the green areas are part of public areas, the proportion of public areas would also have to be enhanced (as supported by 69 %).
- 41 % of respondents would be prepared to pay a contribution for maintenance of sustainable management of the Mali Graben River, and 59 % would object to making such a contribution. Among those who object having to pay a contribution, several respondents stated that they would support the revitalisation project, if they had believed that the money would be spent for the intended purpose.

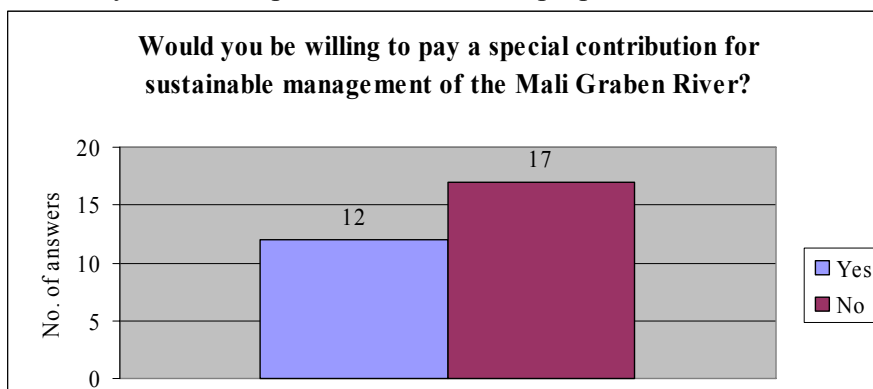


Figure 4.11 Contribution for maintenance of sustainable management of the Mali Graben River

4.3 THE GLINŠČICA RIVER

4.3.1 Spatial advantages

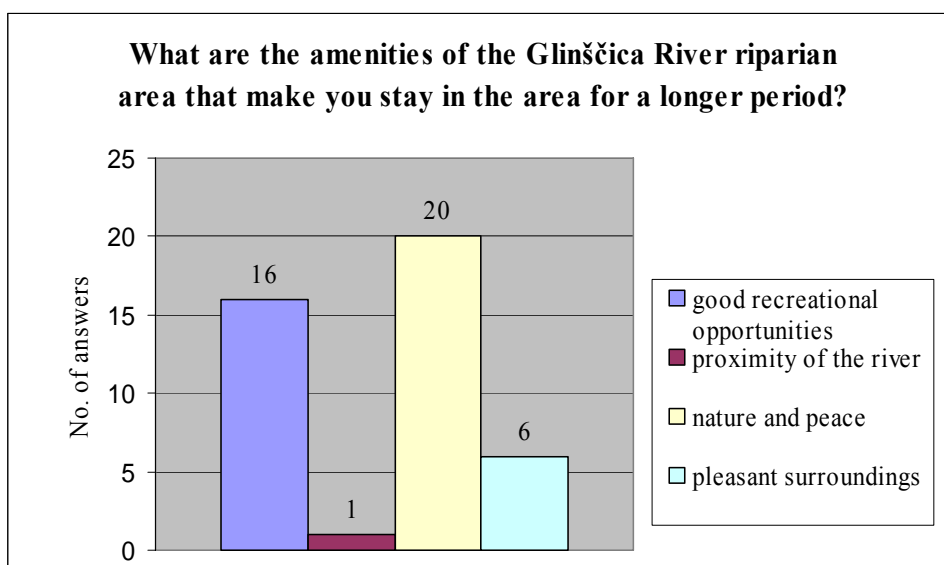


Figure 4.12 Spatial advantages

The majority (71 %) of people in the riparian area is attracted by nature and peace. However, they fail to perceive the river as part of nature, since only one respondent indicated that he felt the presence of river to be a spatial advantage. This may well mean that the river within the concrete channel is considered as too detached and not part of the natural environment. Recreational activities are perceived as an advantage to 57 % of respondents and pleasant surroundings are of high amenity value to 21 %.

The area is perceived as the green area of the city, however the river seems excluded from people's perception.

Another step in the questionnaire was to list the amenities of the area that make a person stay for a longer period of time. The responds were independent from the water body management (the first criterion was accessibility), and an important additional feature has proven to be the Path of Remembrance and Comradeship.

4.3.2 Spatial deterioration

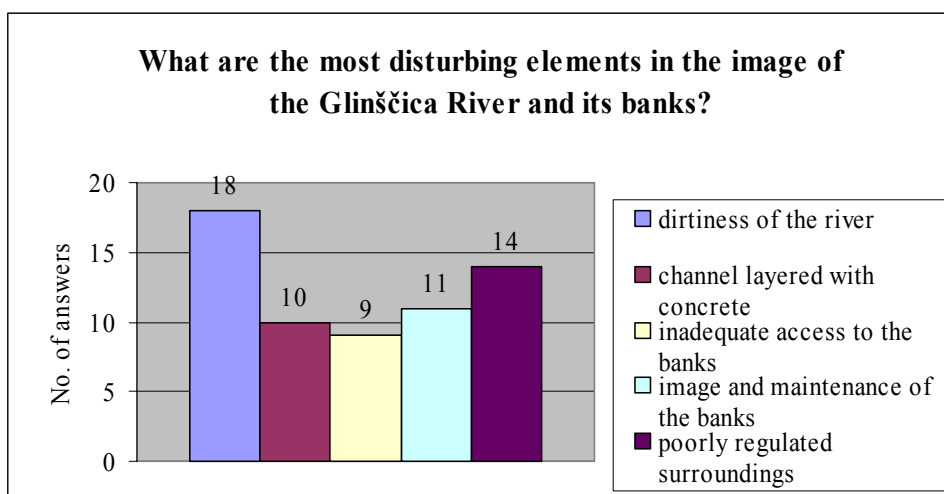


Figure 4.13 Spatial deterioration

The dirty stream is perceived by most (64.3 %) as deterioration, followed by poorly kept riparian areas (50 %), image and ways of maintenance of the banks (39.3 %), channels layered with concrete (35.7 %) and poor access to the banks (considered by 32.1 % of respondents).

4.3.3 Activities on the Glinščica River

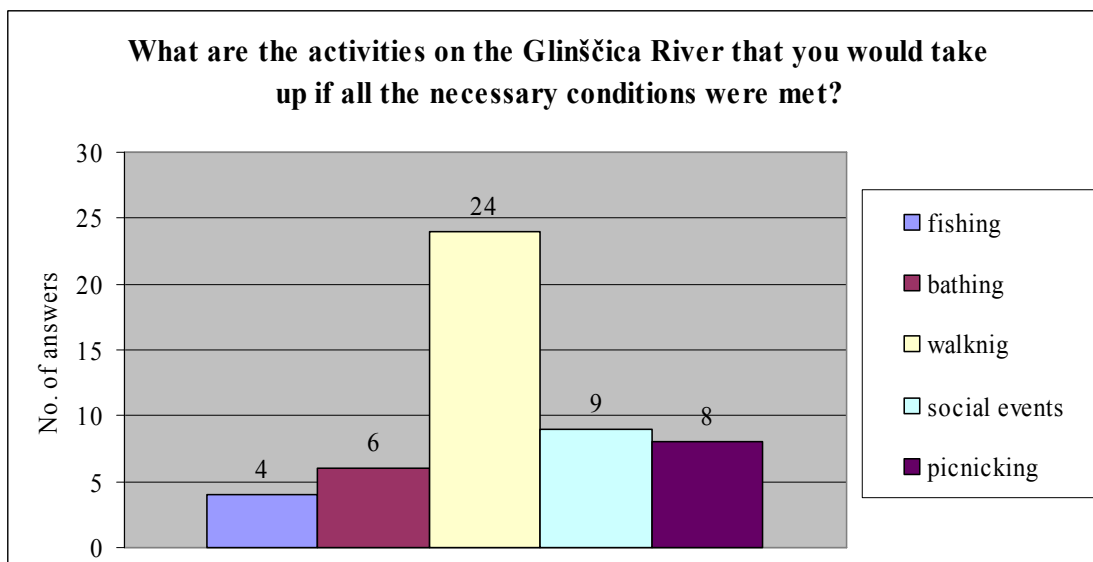


Figure 4.14 Activities on the Glinščica River

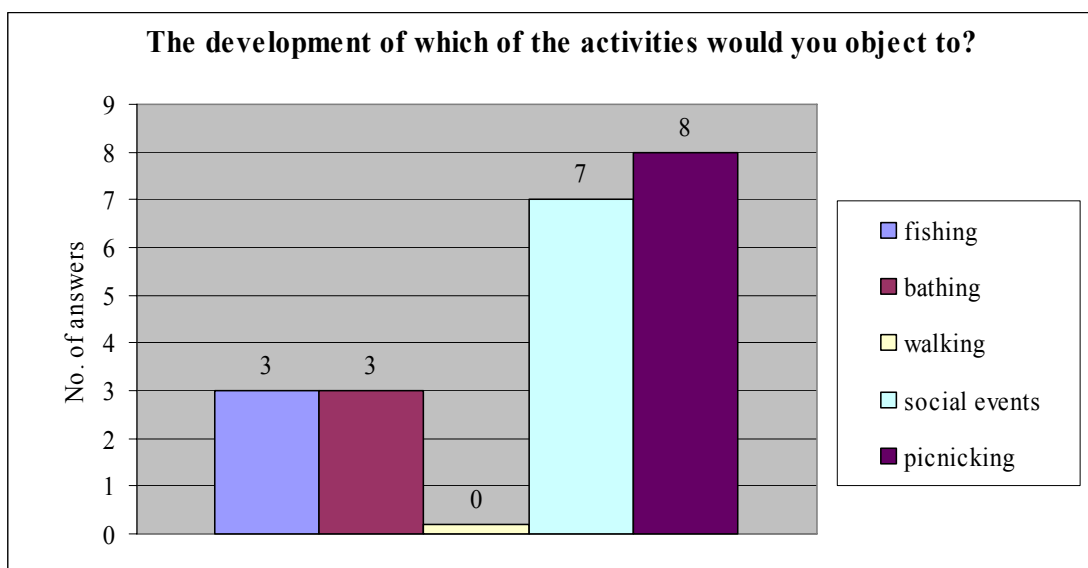


Figure 4.15 *Undesirable activities on the Glinščica River*

Walking is considered as the most important activity, as indicated by 86 %. There were no objections to a further development of the activity.

All other activities are of poorer significance: development of social events is supported by 32 % and opposed by 25 %. The provision of picnic areas would be supported by 29 % and opposed by the same percentage. The reason for the high percentage is that the two activities are contrary to the most important spatial advantages, namely the presence of nature and peace.

21 % of respondents would give support to the development of bathing on the Glinščica River, 11 % would be against it. Fishing would be supported by 14 % and opposed by 11 %.

4.3.4 Revitalisation project of the Glinščica River

The respondents had to decide which arrangements of the Glinščica River, which could be carried out within project of revitalisation, were necessary and that they would be willing to support.

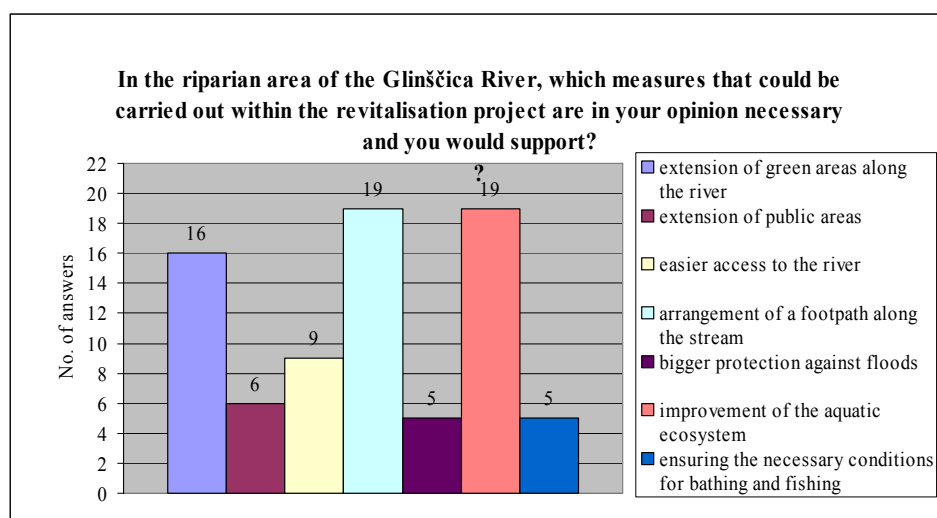


Figure 4.16 Revitalisation project of the Glinščica River

Improvement of the water ecosystem and walking paths along the entire stream were supported by a majority of respondents (68 %). A similarly high support was given to the extension of green areas along the river (57 %).

The results indicate the level of societal development, where environmental questions are put more and more into the foreground. People do care about their environment. Accordingly, most surveyed persons perceive the dirtiness of the stream as spatial degradation and thus support the measures necessary for better environmental conditions, which would enable the activities that they would like to perform. »Walking« has taken the number one spot.

For a sustainable management of the Glinščica River the provision of funds would be necessary. 43 % of respondents would be willing to pay such a contribution. Among the 57 % who oppose paying such a contribution, several people stated that they would pay the contribution had they believed that the funds would be spent for the intended purpose.

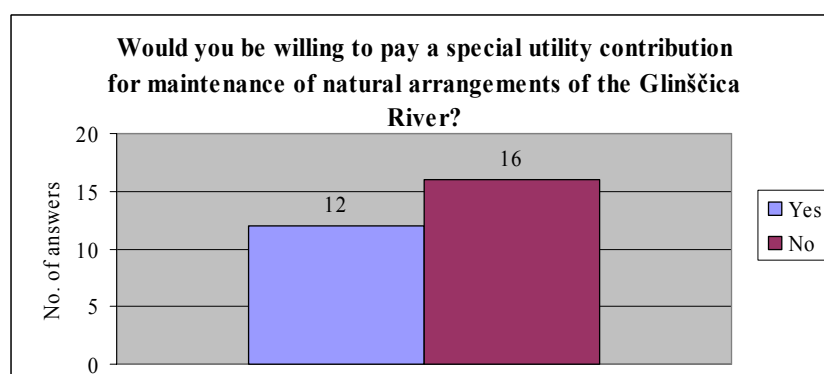


Figure 4.17 Contribution for sustainable management of the Glinščica River

4.4 THE KOSEŠKI BAJER POND

These days, the area of the pond of Koseški Bajer has attracted an array of activities. In the spring, summer, and autumn the activities have included fishing, walking, running, cycling, bird watching, sitting on the banks, and in winter time, ice skating and ice hockey, as well as walking, and bird watching. The area has also attracted several residential buildings investments. In addition to the existing urbanisation, in 2000–2001 there emerged an up-market residential area of Mostec on the site of the torn-down Agrostroj factory.

The Koseški Bajer pond is on one side attracting many activities, that however on the other side it has a highly sensitive ecosystem. Its hydro-morphological features enable quick eutrophication processes. In summer and autumn, the water body is occasionally contaminated by toxic cyanobacteria.

4.4.1. Spatial advantages

The presence of nature in the area is considered an advantage by most respondents (48 %) followed by good recreational possibilities (41 %), and proximity of water (31 %). Two respondents indicated socialising as the reason for lingering in the area for a longer period.

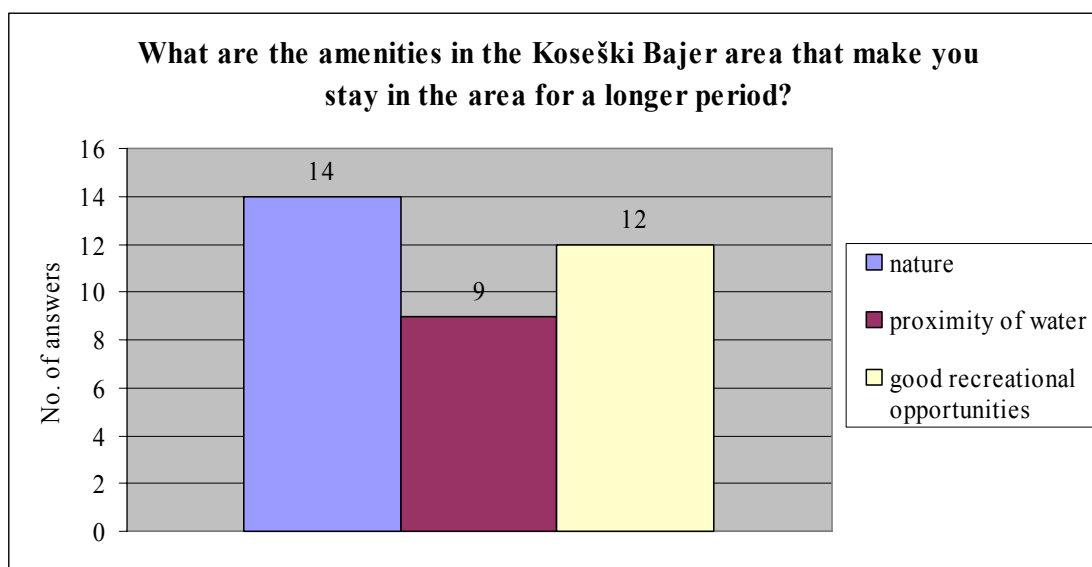


Figure 4.18 Spatial advantages

4.4.2. Activities in the area of Koseški Bajer

The respondents had to rank the activities according to their importance (1–8; 1 – activity they supported the most, 8 – activity they supported the least). On average, the activities were given the following order:

- No. 1 Walking
- No. 2 Environmental protection
- No. 3 Cycling
- No. 4 Fishing
- No. 5 Boating and hydrological modelling
- No. 6 Bathing
- No. 7 Settlement

Further on, they had to specify which of the activities they would object.

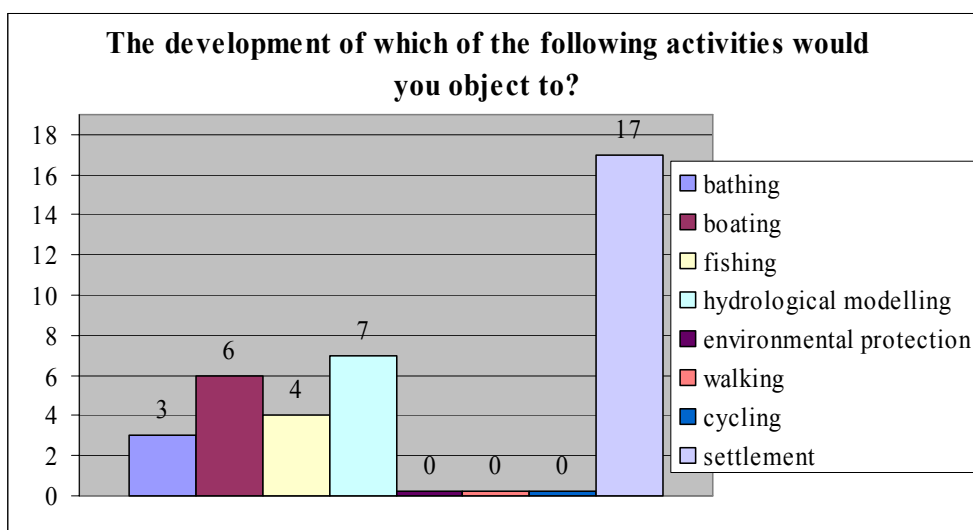


Figure 4.19 Undesirable activities

Environmental protection was ranked high (place no. 2), and settlement was ranked lowest. While no respondents would oppose the environmental protection, the development of settlements would be opposed by 59 %. The results may indicate that it is in general interest to keep the environment as natural as possible and recreational activities were foregrounded. Walking was ranked highest, followed by cycling, fishing (opposed by 14 %). 21 % and 24 % would oppose boating and hydrological modelling, respectively. The last place among recreational activities was taken by bathing (opposed by 10 %).

As shown above, people generally support environmental protection and “beautiful and clean” nature, and walking is considered as the recreational activity number one.

6.4.2.3 Quality of Water in the pond of Koseški Bajer

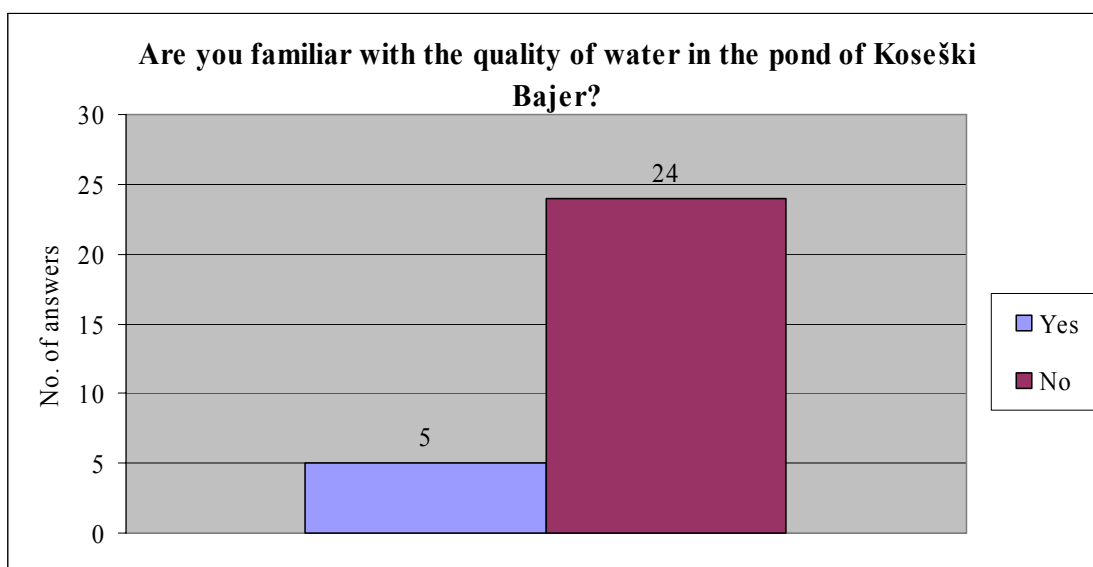


Figure 4.20 Familiarity with the quality of water in the pond of Koseški Bajer

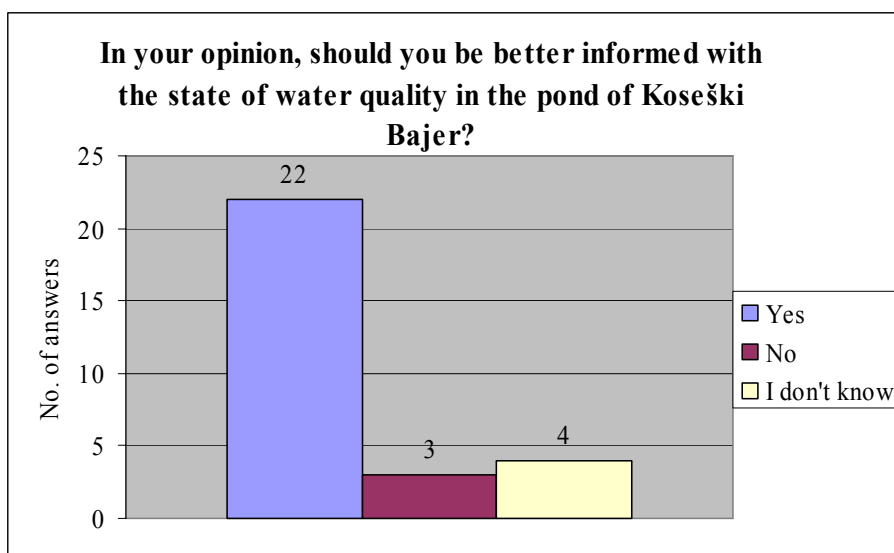


Figure 4.21 Familiarity with the state of water quality in the pond of Koseški Bajer

The familiarity with the state of water quality in the area of the Koseški Bajer is low: only 17 % of respondents are familiar with it. 76 % of respondents think that they should be better informed.

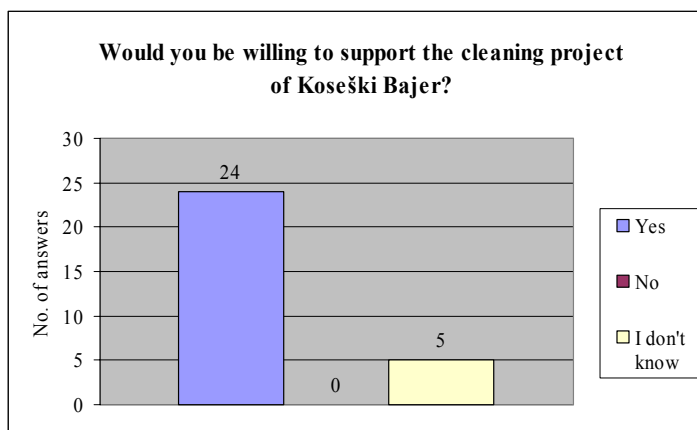


Figure 4.22 Cleaning the pond of Koseški Bajer

The project of cleaning the Koseški Bajer was given a high support among the respondents (83 % of respondents).

4.5 PARTICIPATION OF THE PUBLIC IN DECISION-MAKING WITH REGARD TO MANAGEMENT OF WATER BODIES

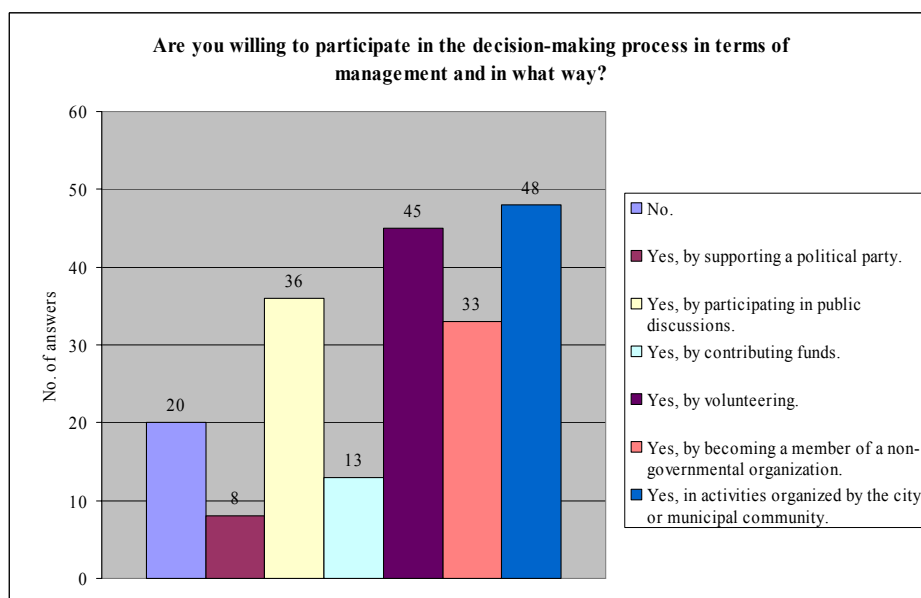


Figure 4.23 Participation of the public in decision-making

- Most respondents (35 %) would support the activities organized by the city or municipal community, 33 % would perform volunteering work.
- 26 % would participate in public discussions, and 24 % would participate by way of becoming member of a non-governmental organization.
- 15 % of respondents would not participate and 10 % would be willing to contribute funds. 6 % of respondents would give their support to a political party.
- The willingness for co-operation is highest when the co-operation is direct – through community actions, volunteering and participation in public discussion. The willingness of becoming a member of a NGO is also high.
- The willingness for co-operation is lowest when the co-operation is indirect, i.e. through supporting a political party. A bit higher is the willingness to co-operate by contributing funds.
- The results of the survey show that the willingness to co-operate in the decision-making process is relatively high (80 %), however the preferred way of co-operation is in terms of direct involvement. The level of trust into political parties is low.

5 SURVEY AMONG RIPARIAN LANDOWNERS IN THE AREA OF THE MALI GRABEN RIVER

31 riparian landowners were included into the survey (18 males and 13 females). The survey was performed along the Mali Graben (Dolomitski Odred Road – 3 questionnaires, Pod Jezom – 3 questionnaires, Kozarška Road – 1 questionnaire, Vidičeva Road – 1 questionnaire, Tržaška Cesta Road – 2 questionnaires, Podvozna Road – 2 questionnaires, Cesta Dveh Cesarjev Road – 5 questionnaires, Cesta v Gorice Road – 3 questionnaires, Cesta na Mesarico Road – 1 questionnaire, Opekarska cesta Road – 7 questionnaires, Veliki Štrdon Road – 2 questionnaires, Mala čolnarska Ulica Road – 1 questionnaire).

The survey was performed between April 16 and April 24, 2004. One person from each house bordering onto the Mali Graben River participated in the survey. When there was more than one inhabitant in the house, the questions were asked to the person devoting most time to keeping the garden. Educational structure of the surveyed person was as follows:

Table 5.2 *Educational structure of respondents*

Education	No. of respondents
primary	2
vocational	7
secondary	14
higher/university	8

5.1 SURVEY RESULTS AND INTERPRETATION

5.1.1 Garden keeping

The respondents had to decide among several criteria in terms of garden keeping. The importance was ranked on the 1–5 scale (1 – unimportant, 2 – little importance, 3 – medium importance, 4 – fairly important, 5 – very important).

Table 5.2 Criteria in garden keeping

GARDEN KEEPING	GRADE
Security of banks against erosion.	4.7 (very important)
Having privacy.	4.7 (very important)
Clearly defined borders of the garden.	4.6 (very important)
Maintenance of natural growth on the banks.	4.5 (very important)
Garden intended for socialising, rest, game playing etc.	4.3 (fairly important)
Keeping the garden without the use of artificial fertilisers.	4.1 (fairly important)
Growing vegetables, fruit trees etc.	4.0 (fairly important)
Arranging a composting site on the garden.	3.5 (fairly important)
Having the most beautifully kept garden in the neighbourhood.	3.1 (medium importance)

The most important criterion is security against floods, which is understandable in considering the frequent floods. The other two criteria in terms of importance are keeping privacy and clearly set borders of the garden. A fierce opposition would be expected when trying to intervene with the privacy of riparian landowners (expropriation measures for extension of public areas).

Relatively high ranks were given to keeping the natural growth on the banks, to not using artificial fertilisers and by using composting (between 3.5 and 4.5). It can be established that the attitude towards a natural (sustainable) development of gardens is high.

Criteria, such as keeping the garden for socialising, rest and playing games, growing vegetables and fruit trees and having the most beautifully kept garden in the neighbourhood

were graded lower (between 3.1 and 4.3). However, even these grades remain high and indicate a general importance of the garden as part of the living area.

5.1.2 Co-operation of riparian landowners in keeping the banks of the Mali Graben River

The respondents had to specify whether they would be willing to co-operate in keeping the banks of the Mali Graben in their immediate areas.



Figure 5.1 Willingness to participate

Most respondents (with the exception of one) are willing to co-operate in keeping the banks: 21 of them have been keeping the banks themselves already. The measures include: cutting grass, planting trees (Salix, bamboos) against erosion and for protection of fish species, securing the banks with rocks, layering with concrete and cleaning.